

Specialized Transit Services

1993 FACT BOOK



Ministry
of
Transportation




Government
Publications



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FOREWORD

The Fact Book provides a summary of operating characteristics and results for those Ontario municipalities providing transit services for physically disabled persons during the 1993 calendar year.

The data in the Fact Book has been derived from information supplied by the individual systems. An attempt has been made to reflect comparable and consistent data for all systems by using common definitions for each data element.

The Fact Book is currently produced annually by the Ministry of Transportation. In this respect, the document should prove to be a useful resource for municipal officials and transit administrators in continuing to review and develop their respective systems.

Any inquiries concerning individual system data should be directed to the system's listed contacts. However, requests for additional copies or information of a general nature may be directed to:

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*This publication is only available in English.
Cette publication n'est disponible qu'en anglais.*

TABLE OF CONTENTS

	Page Number	Page Number
LIST OF MUNICIPALITIES	I	
INTRODUCTION	V	
PROVINCIAL FUNDING POLICIES	VI	
SERVICE OPERATION SUMMARY	VIII	
DEFINITIONS/EXPLANATIONS		XII
INDIVIDUAL SYSTEM STATISTICS		1 to 188
PERFORMANCE INDICATOR FORMULAE		A-1
HANDY REFERENCE COMPARISONS		A-4

MUNICIPALITY

Page No.

Ajax (Handi-Transit)	1	Cochrane	35
Amherstburg, Anderdon, Malden (AAM Care-A-Van)	3	Collingwood (A.C.T.S.)	37
- <i>Colchester</i>		Cornwall (Handi-Transit)	39
- <i>Harrow</i>		Dryden (Handi-Transit)	41
Atikokan (Handy-transit)	5	Durham (Disability Transit)	43
Aurora (Access Bus)	7	Dysart (Special Transit Service)	45
Barrie (B.A.C.T.S.)	9	Elliott Lake (Handilift)	47
Belleville (Mobility Bus)	11	Espanola (Jubilee Bus)	49
Brantford (Operation Lift)	13	Flesherton (Ride-On Transp. Services)	51
Brockville (Para-Transit)	15	- <i>Artemesia Twp</i>	- <i>Dundalk</i>
Burk's Falls (Para-Bus)	17	- <i>Markdale</i>	- <i>Euphrasia Twp</i>
Burlington (Handi-Van)	19	- <i>Holland Twp</i>	- <i>Proton Twp</i>
Cambridge (Cambridge Transit)	21	- <i>Osprey</i>	- <i>Durham</i>
Campbellford (Venture Van)	23	Fort Frances (Handi Transit)	53
- <i>Hastings</i>		Gananoque (Wheels of Care)	55
- <i>Seymour Twp</i>		Georgina (Mobility Transit System)	57
Capreol (Handi-Transit)	25	Gore Bay/Gordon (Easy Rider)	59
Chapleau	27	- <i>Burpee</i>	- <i>Barries Island</i>
Chatham (Handi-Bus)	29	Guelph (Mobility Service Inc.)	61
Clarington (Handi-Transit)	31	Halton Hills (Activan)	63
Cobourg/Hamilton Township (Handi Trans)	33	Halton Region (Pegasus)	65

MUNICIPALITY	Page No.	MUNICIPALITY	Page No.
Hamilton-Wentworth (D.A.R.T.S.)	67	Mildmay (B.G.H.D.T.C.)	91
- <i>Ancaster</i>		- <i>Brant</i>	- <i>Carrick</i>
- <i>Flamborough</i>		- <i>Normanby</i>	- <i>Chesley</i>
- <i>Hamilton</i>		- <i>Elderslie</i>	- <i>Paisley</i>
Ingersoll (Paratransit)	69	- <i>Hanover</i>	- <i>Neustadt</i>
Kapuskasing (Handi-Trans Service)	71	- <i>Walkerton</i>	
Kenora (Tri-municipal Transit Service)	73	Milton (Specialized Transit Service)	93
- <i>Keewatin</i>		Mitchell	95
Kingston (Access Bus)	75	- <i>Fullarton Twp</i>	- <i>Logan Twp</i>
- <i>Kingston Twp</i>		- <i>Hibbert Twp</i>	
Kitchener-Waterloo (Project Lift Inc.)	77	Newmarket (Newmarket Transit)	97
Lindsay (Limo)	79	Niagara Falls (Chair-A-Van)	99
Listowel	81	Nickel Centre	
London (Paratransit Service)	83	(Transport. for Physically Disabled)	101
Manitouwadge (Handi Transit)	85	North Bay (Para-Bus)	103
Markham (Mobility Bus)	87	Oakville (Care-A-Van)	105
Meaford (Rotary Handi Van)	89		
- <i>Collingwood Twp</i>			
- <i>Thornbury</i>			

MUNICIPALITY

Page No.

MUNICIPALITY

Page No.

Onaping Falls/Rayside-Balfour
(Handi-Transit)

Orillia (Wheelchair Limousine Service)

Oshawa (Handi-Transit Inc.)

Ottawa (Para Transpo)

- *Cumberland*

- *Gloucester*

- *Goulbourn*

- *Kanata*

- *Ottawa*

- *Nepean*

- *Rockcliffe Park*

- *Vanier*

Owen Sound (Specialized Transit)

Paris (Community Van Program)

Peel (Transhelp)

- *Brampton*

- *Mississauga*

- *Caledon*

- *Bolton*

Pembroke/Stafford Township (Handi-Bus)

Peterborough - City (Special Transit)

Peterborough - County (Comm. Care Caremobile)

Pickering (Handi-Transit)

Port Hope (ROLLS)

Rainy River

Renfrew (Sunshine Coach Service)

- III -

Richmond Hill (Mobility Bus)

Sarnia-Clearwater/Point Edward (Care-A-Van)

Sault Ste. Marie (Para Bus)

Schreiber (Handi Transit)

- *Terrace Bay*

Scugog-Uxbridge (Handi Transit Inc.)

St. Catharines (Paratransit)

St. Marys (St. Marys and Area Mobility Service)

- *Blanchard*

- *Downie*

- *Fullerton*

- *Zorra*

St. Thomas (Para-Transit)

Stratford (Parallel Transit)

Sudbury (Handi-Transit)

Thorold

Thunder Bay (HAGI Transit)

Timmins (Handi-Trans)

Toronto (Wheel-Trans)

- *Etobicoke*

- *East York*

- *North York*

- *Scarborough*

- *York*

135

137

139

141

143

145

147

149

151

153

155

157

159

161

MUNICIPALITY

Page No.

Valley East (Handi-Transit)	163
Vaughan (Access Bus)	165
Victoria County (Community Care)	167
Walden (Martin's Bus Lines)	169
Wallaceburg (Handy Transervice)	171
Welland (Handi-Trans)	173
Whitby (Handi Transit Inc.)	175
Wiaarton	177
- Albermarl	
- Eastnor	
- Kepell	
- Lion's Head	
- St. Edmonds	
Wilmot (Specialized Transit)	179
Windsor (Handi-Transit)	181
- Lasalle	

MUNICIPALITY

Page No.

Wingham (Wheels Away)	183
- Blyth	
- Culross	
- Lucknow	
- E. Wawanosh Twp	
- Grey Twp	
- Turnberry Twp	
Woodstock (Paratransit)	185
Woolwich (Kiwanis Transit)	187
- Brussels	
- Kinloss	
- Teeswater	
- W. Wawanosh Twp	
- Howick Twp	
- Morris Twp	

INTRODUCTION

Transit services for physically disabled persons in Ontario have experienced significant change and growth during the past decade. Prior to 1979, there were only 5 transit systems for physically disabled persons operating in the Province. This has grown to 94 systems or 186 municipalities currently being subsidized through the Ministry of Transportation.

The services are becoming more visible in the community and are subject to increased scrutiny by passengers, other citizens, elected officials and interested groups, whose objectives, expectations and perspectives towards the services vary widely. The availability of uniform information sources should contribute to a greater understanding about the services, and lead to effective and constructive communications among the respective parties.

In addition, a comprehensive and consistent database will assist those providing services to share experiences and identify improvements towards more efficient and effective transit services for physically disabled persons.

Consequently, the Ministry of Transportation has introduced this Fact Book of transit statistics to meet the following objectives:

1. Promote a consistent and uniform database to facilitate comparisons among transit systems for physically disabled persons.
2. Increase the general level of understanding about transit services for physically disabled persons.
3. Provide a formal forum for information exchange with other provincial ministries, external agencies, service operators and interest groups.
4. Provide an opportunity for municipalities/operators to share experiences in order to assist them in maximizing service productivity and optimizing cost efficiency.
5. Assist local officials in relating their policies (fare level, eligibility requirements, etc.) and results

(number of passengers, etc.) to other similar systems on a general level.

6. Assist communication between local elected officials and the management of transit systems for physically disabled persons, and further enhance managements' accountability to public agencies and the public at large.

Data is presented in six categories. The first five categories (Registrants, Financial, Service, Vehicles, and Employees) contain information describing the type of service and scale of operation, and results documenting the amount of service provided, annual passengers, costs and revenues, etc. In the last category, Performance Indicators, data from the other five categories has been used to generate statistics on financial performance, cost effectiveness and efficiency, utilization, and productivity.

In order to achieve consistent and comparable data between systems, standard definitions are included in this report and should be read in conjunction with the applicable data.

Since the data for each system is affected by many factors, similarities and differences between various communities and transit operations should be carefully considered when making comparisons. The effectiveness of this report for the sharing of information and experiences depends on the cooperation and contributions of the municipalities in providing a complete set of data, and on the users of the Fact Book to interpret it in its proper context.

PROVINCIAL FUNDING POLICIES

In 1993, the financial support provided by the Ministry of Transportation for the provision of transit for physically disabled persons was intended "to assist municipalities to provide service to those individuals who are unable to climb or descend stairs, or walk 175 metres".

The eligibility of individual passengers is determined and enforced by each municipality. This generally requires a declaration of the person's inability to board regular transit facilities and may be ruled on by an eligibility committee or municipal official.

Funding for transportation for physically disabled persons is available to any municipality wishing to provide this type of service. Funding must be requested directly by a municipality for services operated. In 1993, the eligible capital costs incurred by municipalities were subsidized at the rate of 50 percent.

The operating subsidy was comprised of two components:

- Basic; and
- Passenger Based.

The **Basic Operating Subsidy** amounts to 25 percent of the eligible costs, where service is provided using vehicles purchased with provincial funding assistance, or 30 percent of the eligible costs in cases where the service is provided using vehicles which were purchased without provincial funding assistance.

For 1993, the **Passenger Based** subsidy rate was \$3.50 per eligible passenger trip (i.e. excluding those trips made by attendants and companions). The minimum operating subsidy paid to any municipality was 50% of net cost. The

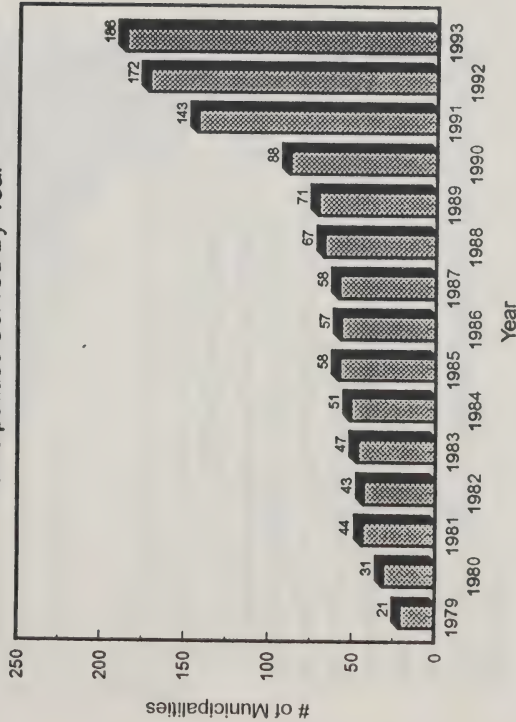
maximum operating subsidy payable to any municipality was 75% of net cost, or 50% of total transit costs.

Municipalities participating in the Provincial funding program agree to recognize the eligible status of non-residents registered in other participating municipalities in Ontario. Therefore, service may be requested in all other participating municipalities by an individual registered in a municipality receiving Provincial funding under this program.

SERVICE OPERATION SUMMARY

The following graph indicates the growth in the number of municipalities providing services from 1979 to 1993.

Municipalities Served By Year



Although funding must be requested directly by a municipality, the service may be operated by the municipality, or by others on its behalf. The operational alternatives for providing specialized transportation services include concerned citizens, non-profit incorporated groups, service clubs, private contractors, taxi companies, municipal departments, and transit departments or commissions. A system may be comprised of one, or more than one, of these groups.

Advisory Committee

A municipality may find it useful to establish an advisory committee to aid in setting policy for the operator. This committee may be comprised of interested citizens, users, municipal officials or staff members from various municipal departments. As well, a separate eligibility committee could be established to determine the eligibility of the applicants for service. In 1993, 12 municipalities indicated that they had not yet established an advisory committee.

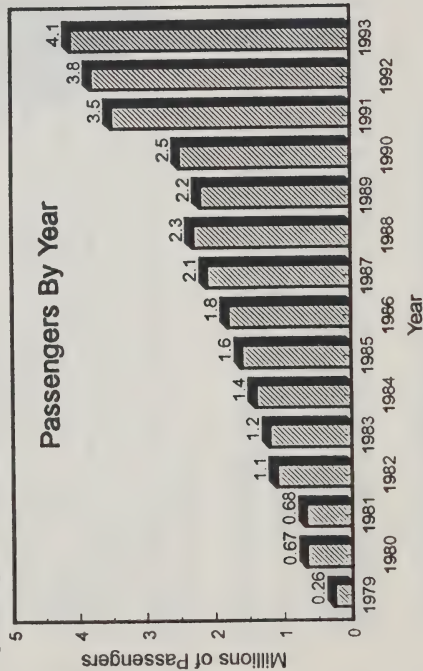
Registrants

At the end of 1993, approximately 98,900 persons were registered as eligible for transit services for physically

disabled persons, of which approximately 39 % were wheelchair registrants, 57 % were ambulatory registrants, and 3 % were temporary registrants.

Passengers

The total number of eligible passengers in 1993, per the provincial guideline, was approximately 4,132,000, of whom approximately 39 % were wheelchair users and 57 % were ambulatory passengers. This compares with 257,000 passengers carried in the latter six months of 1979. The following graph illustrates the growth in the total number of passengers carried since 1979.



Four percent of all trips (approximately 183,900 trips) carried in 1993 were attendants and companions.

Level of Service

A municipality may provide the level of service it deems appropriate. Municipalities with conventional transit services could use conventional transit hours and days of service as a guide. Municipalities without regular transit would determine the needs of disabled persons with the community and attempt to offer at least regular weekday services to match these needs.

Annual Increase in Passengers:

81/82	22 %	87/88	6 %
82/83	18 %	88/89	4 %
83/84	13 %	89/90	18 %
84/85	14 %	90/91	28 %
85/86	9.5 %	91/92	6 %
86/87	20 %	92/93	8 %

Costs

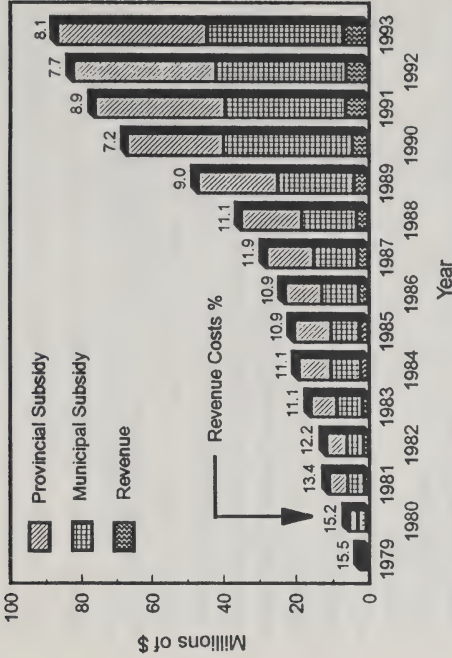
In 1993, operating costs for transit services for physically disabled persons totalled approximately \$ 86,672,700. Due to the nature of the services, the cost per passenger, which averaged \$ 20.98 in 1993, is significantly higher than the figure for conventional transit services. The average 1993 cost for conventional transit services was approximately \$1.60 per passenger.

Revenue

The total revenues in 1993 were approximately \$ 7,009,400. In addition to revenue from regular service fares, which amounted to \$ 6,399,300, a total of \$ 610,100 was received from other sources, including contracts and charters, advertising and charitable cash donations.

The following graph indicates the growth in the total operating costs and total revenues since 1979. The overall revenue to cost ratio for each year is also indicated.

Costs By Year



Financial donations received by a municipality from corporations, service clubs and private citizens may be used by the municipality to offset or augment its share of the cost of the services without affecting the level of subsidy, and in turn providing a potentially greater level of service than otherwise possible.

Service Type

Trip origins and destinations of physically disabled passengers using this type of service are widely dispersed and the specific pick-up and drop-off points for passengers is at the discretion of each municipality. According to the municipal policies, 13 systems operate from curb to curb, 34 systems operate from accessible door to accessible door and 40 systems operate from door to door. The selected policy can influence the productivity level of the system.

Fares

The municipality sets the passenger fares for transit services for physically disabled persons. These fares should be no more than the published fare rates of the conventional municipal transit system, or a minimum of fifty cents (\$0.50) per one way trip in municipalities without a conventional transit system.

In 1993, the adult fares ranged from \$ 1.00 to \$ 6.00. 24 (25 %) of the systems levied adult fares that were different than adult fares of the conventional transit system. 13 (14 %) of the systems charged different fares for different passenger categories (i.e. student, children and senior

citizens), and 33 (35 %) of the systems sold tickets, tokens, punchcards or monthly passes.

Vehicles

A variety of vehicles were used in providing transit service for physically disabled persons in 1993. In some municipalities, more than one type of vehicle was operated with or without the flexibility to transport both wheelchair and ambulatory passengers. The total vehicle fleet breakdown was: 45 sedans/station wagons, 103 modified vans, 216 small buses, 219 purpose-built buses, and 290 "other" vehicles.

As with conventional transit, the demand for service for physically disabled persons differs for various time periods. Typically, there will be a morning rush period corresponding with work start times and rehabilitation centre openings as well as afternoon return trips for work related trips and medical appointments. Evening and weekend service demands are low in comparison to the two daytime peak periods. The total number of vehicles operated in peak service in Ontario in 1993 was 497, with 486 vehicles in midday service, 222 vehicles on Saturday and 185 on

midday service, 222 vehicles on Saturday and 185 on Sunday.

Non-dedicated vehicles (e.g. taxis, sedans, livery) were used by 38 systems in providing transit services for eligible registrants. In 1993, approximately 1,229,700 passenger trips were made by non-dedicated vehicles, which accounted for 30 % of total passenger trips. These trips were provided at an average cost of \$ 9.21 per trip.

Employment

Transit services for physically disabled persons employed 1,543 people in Ontario for 1993. There were 758 full-time, 234 part-time and 1 shared operators plus 366 full-time, 169 part-time, and 15 shared other employees (reservationists, schedulers, dispatchers, vehicle maintenance employees, supervisors and administrators).

Volunteer involvement can be very beneficial to a community, and in 1993, 24 volunteers performed such duties as reservationists, dispatchers or schedulers, a decrease of 23 % from 31 in 1992.

Note: It should be noted that the summaries presented in this section reflect the data as it is presented in the Fact Book. Corrections were not made for missing data.

DEFINITIONS and EXPLANATIONS

Service Start

The year in which transportation services for physically disabled persons commenced operations in the municipality.

Service Area

The geographic area (in hectares) served by the transit service.

Population Served

The total population within the service area.

Advisory Committee/Board of Directors

This is a group of concerned and knowledgeable citizens including members from various municipal departments, whose main function is to develop policy. The committee determines the best operator, the potential for coordination

of services, reviews applications for the disabled, sets service standards and operating policies, etc.

Registrants

Eligibility Guideline

The Provincial eligibility guideline for 1993 states that services are for "persons who are unable to climb or descend stairs, or walk 175 metres." However, interpretation does vary between municipalities. Typical eligibility definitions include:

- ▶ Unable to board: Includes persons physically unable to climb three steps to board a regular transit vehicle.
- ▶ Unable to use: Refer to Ministry directive B-15, "Eligibility Guideline for Specialized Transit Services": it is the responsibility of the local eligibility committee or individual to make this assessment on an individual basis.

Eligibility Committee

A group separate from the Advisory Committee, made up of municipal officials or staff, representatives from medical

agencies, or users of the system, who are responsible for reviewing applications and determining the eligibility of the applicants for the service. This group would be chaired by a member of the Advisory Committee.

User Registration

Users of the transit service should be registered with the system. However, registration procedures vary between municipalities. Passengers should carry **registration cards** to ensure that services are provided to eligible users and also to permit registrants access to services in other municipalities.

Waiting List

The number of persons on a list, as of December 31, 1993, waiting to be registered. Service providers should be encouraged to register those persons eligible for service, regardless of whether there is sufficient availability of service. The registrants should be serviced on a "first come, first served" basis. The unaccommodated demand would then be measured by the number of unaccommodated trips.

Eligible Registrants

The total number of people registered with the system as of December 31, 1993, including temporary registrants, who are deemed eligible as per the provincial eligibility criteria. The proportion of wheelchair users and ambulatory users is also indicated.

Other Registrants

The total number of registrants that are not deemed eligible as per the provincial guidelines.

Registration List Screening

An indication of how often the list of registrants is completely screened or updated to verify eligibility.

Attendants and Companions

An attendant is someone who must accompany the passenger to provide assistance. A companion is someone who is not physically disabled and is not accompanying the passenger to provide assistance. Some systems permit companions where space is available.

Visitor Eligibility

An indication of whether a physically disabled person visiting from an outside municipality is eligible to use the service provided by the municipality.

Eligible Passenger Trips

The number of one-way trips made in 1993 on regular service by eligible passengers per the provincial guideline, including trips on non-dedicated services (taxis), contract and local charter service, and excluding all trips made by attendants.

This category also includes the number of one-way trips made by passengers who are not deemed eligible as per the provincial guideline, excluding all one way trips made by attendants and companions. The proportion of wheelchair passengers and ambulatory passengers is also indicated. The number of trips on both dedicated and non-dedicated services is provided.

Attendant and Companion Trips

The number of one-way trips made by attendants and companions.

Trips by Trip Type

Municipalities may normally classify trips for scheduling purposes using one or more of the following trip types:

Subscription: Regular daily trips (4 to 5 days a week) scheduled with no call-in requirements.

Prebooked: Trips made regularly but not every day (1 to 3 days a week), with no call-in required.

Reservations: Trips not taken regularly and requiring an advance call-in. Minimum and maximum advance call-in times vary between municipalities, but by definition reserved trips must be booked at least 24 hours in advance.

Demand Response: Trips requested the same day as the trip is made.

Unaccommodated Trip Requests

The annual number of trip requests that cannot be accommodated at the time requested or at a reasonable alternative time on the same day due to insufficient service.

Cancelled Trips

The annual number of scheduled passenger trips which were later cancelled by passengers.

No-Show Trips

The annual number of scheduled passenger trips for which passengers did not show when the vehicle arrived at the scheduled pick-up time.

Service

Service Type

The stated policy for type of service being operated within the municipality: either door-to-door, curb-to-curb, or accessible door to accessible door. If the type of service is to/from an accessible door, the definition of an accessible door is provided.

Daily Hours of Service

The beginning and ending times between which regular service is provided on weekdays, Saturdays, Sundays, and Holidays. Hours of service may vary from one weekday to another; in these cases the beginning and ending times

shown in the Fact Book are for the weekday with the longest hours of service.

Call-Ins

The minimum and maximum advance call-in times to book a trip provide an indication of the flexibility of system scheduling.

Scheduling and Dispatching Methods

The methods of making reservations, scheduling trips, and dispatching vehicles vary between municipalities and depend on whether they are done manually or are computer assisted.

Fare Structure

The fare structure that was in effect on December 31, 1993. Fare payment methods include cash, tickets, tokens, punchcards, monthly passes, and other media (such as annual passes, zone premiums, transfer charges, etc.). Fare categories include adults, children, students, senior citizens, attendants, companions, and others (such as unemployed, university/college students, etc.).

Comparison to Conventional Transit

For comparison, the fare structure and hours of service for the conventional transit service are provided. The hours of service for the conventional service are indicated as "Longer", "Shorter", or "Same".

If the adult fare for conventional transit is the same as for the transit for the physically disabled service, then this is indicated as "Same". If the conventional transit fare structure is different, including the concessionary fares for seniors, students, etc., then both are indicated. If the cash fare on the conventional service is the same, but the rest of the fare structure is different, then "Different" is indicated. In municipalities where no conventional service is provided, "No Conventional Service" is indicated.

Vehicles

Vehicle Types

A variety of vehicles are used in transit for physically disabled persons. In some municipalities there is more than one type of vehicle which may or may not have the flexibility to transport both wheelchair and ambulatory disabled persons. The types of vehicles include sedans and station wagons, modified vans, small buses, purpose-built buses, and others.

Station Wagons also include unmodified mini-vans, and describes vehicles which are used for carrying ambulatory passengers.

Modified Vans are regular production vans or mini-vans with a raised roof or a lowered floor, and a lift or ramp mechanism for wheelchair access.

Small Buses are vehicles built on a standard production cab and chassis, and include school buses.

Purpose-Built Buses are vehicles which are designed specifically for transporting physically disabled persons, such as the Orion II, and which are eligible for the Specialized Vehicle Subsidy.

The number of vehicles, the typical wheelchair and ambulatory capacity for each type of vehicle, and the average age in years for each vehicle type is provided. Within one system's fleet, the capacities of different vehicles of the same type may vary.

Vehicle Ownership

The vehicles used in the operation of the service for physically disabled persons may be owned and/or leased by the municipality, the transit commission, the contracted operator, or other organizations including hospitals, service clubs/ community groups, non-profit organizations.

Vehicle Maintenance

The maintenance of vehicles may be undertaken by the municipality, the transit authority, or the contracted operator, and may be contracted out or undertaken by others or other means (free service).

Fleet Distribution by Time of Day

The demand for service differs for various time periods and for various municipalities. The maximum number of revenue vehicles used during the time periods shown for the peak weekday and for Saturdays, Sundays, and Holidays illustrates the variation in demand.

Revenue Vehicle Kilometres

The total distance travelled during 1993 by vehicles while in revenue service, excluding deadhead to and from the garage, maintenance, training, inter-municipal charter travel and non-dedicated service.

Total Vehicle Kilometres

The sum of revenue vehicle kilometres plus the deadhead kilometres to and from the garage, maintenance and training, excluding non-dedicated service.

Revenue Vehicle Hours

The sum of all vehicle hours scheduled to be in service, excluding non-dedicated services, deadhead to and from the garage, maintenance, and training.

Total Vehicle Hours

The sum of the revenue vehicle hours plus the deadhead to and from the garage, maintenance, and training, but excluding non-dedicated services.

Non-Dedicated Service (Taxis, Sedans)

Some municipalities make use of non-dedicated vehicles, such as taxis, sedans, or livery vehicles for the transportation of physically disabled persons. Usage is indicated by the total number of passenger trips by non-dedicated services and the number of operators under contract. The cost per trip of non-dedicated services may be determined by a flat rate, per hour, per kilometre, or by meter rate. In the case where the cost is determined by meter rate, the mechanism for verifying charges is described.

Employees

Full-time Employee

A person filling a full-time authorized post of the establishment with a minimum of 1,820 working hours annually.

Part-time Employee

An employee with a work assignment requiring less than 1,820 working hours annually.

Shared Employee

An employee whose duties are shared with other departments or services.

Volunteers

Persons donating their time for various responsibilities and positions without remuneration on a volunteer basis.

Operators

Includes all active and paid operators (drivers) excluding inactive revenue vehicle operators, those on extended sick leave, and student operators.

Office Staff

The number of paid employees involved in office operations including reservationists, schedulers, dispatchers, inspectors, and those involved in the processing of registration applications.

Maintenance Staff

The number of paid maintenance employees including vehicle maintenance employees.

General Administration Staff

The number of paid employees in general administration including supervisory personnel, administrators, management and secretarial staff.

Operators' Union

The name of the union and the local representing the operators of services for physically disabled. For comparison, the union and local representing operators of the conventional transit service is provided.

Wage Rates

The top hourly wage rates paid to operators and to maintenance employees, if applicable, as of December 31, 1993 excluding fringe benefits, premiums, and cost of living allowances. For comparison, top wage rates for the conventional transit service are provided.

Financial

Total Operating Cost

Total expenses incurred in the system operation, including:

- costs incurred for non-dedicated (taxi) services;
- contractual costs for dedicated services (regardless of whether vehicles were purchased with or without provincial funding assistance);
- operating expenses incurred by municipal employees, including transportation scheduling and dispatching (including computer-assisted), fuel, premises and plant, depreciation and debenture charges on non-subsidized capital purchases, and other miscellaneous costs;
- equipment and vehicle maintenance costs, and;
- general and administrative expenses.

Total Operating Revenue

Total revenue derived from the system operation, including:

- farebox revenue;
- fares collected from school charters or other local service within the municipality such as service contracts with institutions, and;
- other operating revenues from such sources as advertising and promotional considerations.

Donations

Cash donations from corporations, service clubs, private individuals, and others to defray operating costs. Donations are not included in the revenue figure used in calculating the Net Operating Costs. Donations form part of a municipality's share of the Net Operating Cost or subsidy.

INDIVIDUAL SYSTEM STATISTICS

Ajax

SERVICE OPERATED BY: municipality

MUNICIPAL CONTACT: Terry Barnett

OPERATIONS CONTACT: V. Platt

SERVICE STARTED IN: January

POPULATION SERVED: 55,000

SERVICE AREA (ha): 6,531

ADVISORY COMMITTEE? yes

NUMBER OF MEMBERS: 8

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board

Unable to Use

Other

X

X

ELIGIBILITY COMMITTEE? MEMBERS?

no

eligibility determined by medical/health professional

REGISTRATION REQUIRED?

yes

REGISTRATION CARDS?

no

WAITING LIST?

no

WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible - Wheelchair

52

15%

- Ambulatory

252

73%

- Temporary

42

12%

Attendants/Companions

Other (not eligible)

TOTAL:

346

HOW OFTEN IS REG. LIST SCREENED?

annually

COMPANIONS ALLOWED IF SPACE?

yes

VISITORS ELIGIBLE?

yes

FINANCIAL

OPERATING COSTS AND REVENUES:

Dedicated

Non-Dedicated

TOTAL:

Oper. Cost

\$337,768

\$337,768

Revenue

\$37,300

NET OPERATING COST:

Provincial Share

Municipal Share

Donations

\$300,468

\$180,281

\$120,187

n/a

ANNUAL ONE-WAY TRIPS:

Eligible - Wheelchair

- Ambulatory

Attendants/Companions

Other (not eligible)

TOTAL:

3,413

14,027

235

2,404

17,440

Non-Ded.

1,503

TRIP TYPES:

Subscription

Prebooked

Reservation

Demand-Response

54%

32%

10%

4%

UNACCOMMODATED TRIP REQUESTS:

20

CANCELLED TRIPS:

416

NO-SHOWS:

22

SERVICE

TYPE:

HOURS OF SERVICE:

Weekdays

Saturday

Sunday

Holidays

accessible door

0700 to 1830

0800 to 1730

min 24 hours, max 14 days

CALL-INS:

METHODS:

Registration

Reservations

Scheduling

Dispatching

manually

manually

manually

manually

FARE STRUCTURE:

Cash

Tickets/Cards

Monthly Pass

\$1.25

10\$/12.00

10\$/12.00

Adult

Child

Student

Senior

\$1.25

\$1.25

\$1.25

\$1.25

Attendant

Companion

Other

10\$/12.00

10\$/12.00

10\$/12.00

OTHER METHODS OF PAYMENT:

Conventional Hours

Fare Structure

longer

same

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours

Fare Structure

20

416

22

Amherstburg AAM Care-A-Van

Amherstburg AAM Care-A-Van		SERVICE OPERATED BY: non-profit organization	SERVICE STARTED IN: September 1988
		MUNICIPAL CONTACT:	POPULATION SERVED: 24,070
		OPERATIONS CONTACT: Donna Cauchi (519) 736-2520	SERVICE AREA (ha): 19,193
			ADVISORY COMMITTEE? yes
			NUMBER OF MEMBERS: 5
REGISTRANTS	FINANCIAL	SERVICE	
LOCAL ELIGIBILITY CRITERION:	OPERATING COSTS AND REVENUES:	TYPE:	door to door
Unable to Board	Oper. Cost	HOURS OF SERVICE:	
Unable to Use	\$59,734	Weekdays	
Other		Saturday	0900 to 1800
	TOTAL:	Sunday	
ELIGIBILITY COMMITTEE?		Holidays	
MEMBERS?	NET OPERATING COST:	CALL-INS:	no min, no max
eligibility determined by staff	Provincial Share	METHODS:	
REGISTRATION REQUIRED?	Municipal Share	Registration	manually
REGISTRATION CARDS?	Donations	Reservations	manually
WAITING LIST?	ANNUAL ONE-WAY TRIPS:	Scheduling	manually
WAITING ON LIST?	Eligible - Wheelchair	Dispatching	
	- Ambulatory	FARE STRUCTURE:	
NUMBER OF REGISTRANTS:	Attendants/Companions	Cash	Tickets/Cards
Eligible - Wheelchair	Other (not eligible)	Adult	Monthly Pass
- Ambulatory	TOTAL:	Child	
- Temporary		Student	
Attendants/Companions	TRIP TYPES:	Senior	
Other (not eligible)	Subscription	Attendant	free
TOTAL:	Prebooked	Companion	\$3.00
	Reservation	Other	
HOW OFTEN IS REG. LIST SCREENED?	Demand-Response	OTHER METHODS OF PAYMENT:	
every 2 or 3 years	UNACCOMMODATED TRIP REQUESTS:	\$6.00 for trip to Windsor	
COMPANIONS ALLOWED IF SPACE?	CANCELLED TRIPS:	COMPARISON WITH CONVENTIONAL TRANSIT:	
VISITORS ELIGIBLE?	NO-SHOWS:	Conventional Hours	No Conv. Service
		Fare Structure	No Conv. Service

Atikokan Handy-Van

SERVICE OPERATED BY: other
MUNICIPAL CONTACT: E.A. Morrisette
(807) 597-6932
OPERATIONS CONTACT:

SERVICE STARTED IN: January 1991
POPULATION SERVED:
SERVICE AREA (ha): n/a
ADVISORY COMMITTEE? yes

NUMBER OF MEMBERS: 7

REGISTRANTS		FINANCIAL		SERVICE	
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:		TYPE:	door to door/curb to curb
Unable to Board			Oper. Cost	HOURS OF SERVICE:	0800 to 1600
Unable to Use	X		\$57,313	Weekdays	
Other				Saturday	
ELIGIBILITY COMMITTEE?	no	TOTAL:	\$57,313	Sunday	
MEMBERS?		NET OPERATING COST:		Holidays	no min, no max
eligibility determined by staff		Provincial Share	\$43,263	CALL-INS:	
REGISTRATION REQUIRED?	no	Municipal Share	\$22,000	METHODS:	
REGISTRATION CARDS?	no	Donations		Registration	n/a
WAITING LIST?	no			Reservations	n/a
WAITING ON LIST?				Scheduling	manually
				Dispatching	manually
NUMBER OF REGISTRANTS:		ANNUAL ONE-WAY TRIPS:		FARE STRUCTURE:	
Eligible - Wheelchair	4	Eligible - Wheelchair	Dedicated	Cash	Tickets/Cards
- Ambulatory	60	- Ambulatory	593	Adult	Monthly Pass
- Temporary	10	Attendants/Companions	2,300	Child	\$1.25
Attendants/Companions		Other (not eligible)		Student	\$1.25
Other (not eligible)		TOTAL:	2,893	Senior	\$1.25
TOTAL:	74	TRIP TYPES:		Attendant	\$1.25
		Subscription		Companion	\$1.25
		Prebooked		Other	\$1.25
		Reservation		OTHER METHODS OF PAYMENT:	
HOW OFTEN IS REG. LIST SCREENED?		Demand-Response	3%	COMPARISON WITH CONVENTIONAL TRANSIT:	
not in last 5 years		UNACCOMMODATED TRIP REQUESTS:	97%	Conventional Hours	shorter
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:		Fare Structure	
VISITORS ELIGIBLE?	yes	NO-SHOWS:			

VEHICLES				EMPLOYEES			
VEHICLE TYPES:				NUMBER OF EMPLOYEES:			
S-Wagon/Sedan	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age	ANNUAL KILOMETRES:	Full Time	Part Time
Modified Vans	1	3		4	Revenue	1	1
Small Buses					Total		
Purpose-Built					ANNUAL HOURS:	1	1
Other					Revenue		
					Total		
TOTAL VEHICLES	1				IS NON-DEDICATED SERVICE AVAILABLE?	2	2
Ownership:	municipality				NO. OF OPERATORS:		
Maintenance:	contracted out				Specialized	no	
					Conventional		
FLEET DISTRIBUTION:				MAXIMUM WAGE RATES:			
Peak Day	6-9	9-11	11-2	2-4	4-6	9-12	12+
Saturday			1				
Sunday							
Holidays							
				PAYMENT METHOD:			
				(ie. flat rate, hourly, per km etc.)			
				PAYMENT VERIFICATION:			
PERFORMANCE INDICATORS				SERVICE UTILIZATION:			
FINANCIAL:				Trips/Hour			
R/C = Op.Revenue/Op.Cost				Kilometres/Hour			
Net Operating Cost/Capita				Average Kilometres/Trip			
Municipal Net Cost/Capita				Trips/Registrant			
Share of Net Cost				Unaccommodated Trip Requests			
- Provincial				Cancellations			
- Municipal				No-Shows			
(incl. donations)							
EFFICIENCY (Dedicated Service Only):				VEHICLE UTILIZATION (Dedicated Service Only):			
Cost/Hour				Revenue Hours/Vehicle			
Cost/Kilometre				Kilometres/Vehicle			
Maintenance Cost/Kilometre							

Aurora Access Bus		SERVICE OPERATED BY: private contractor	SERVICE STARTED IN: April	1991
MUNICIPAL CONTACT: Art Meeke		POPULATION SERVED: 32,489		
(905) 727-3123		SERVICE AREA (ha): 4,950		
OPERATIONS CONTACT: Sheila Gallagher		ADVISORY COMMITTEE? yes		
(905) 853-5555		NUMBER OF MEMBERS: 6		
REGISTRANTS		FINANCIAL		
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:		
Unable to Board		Oper. Cost	Revenue	
Unable to Use	X	\$67,136		
Other				
ELIGIBILITY COMMITTEE?		TOTAL: \$2,430		
MEMBERS?	no	NET OPERATING COST:		
advisory committee		Provincial Share \$64,707		
		Municipal Share \$35,534		
		Donations \$29,173		
REGISTRATION REQUIRED?	yes	\$12,500		
REGISTRATION CARDS?	yes			
WAITING LIST?	no	ANNUAL ONE-WAY TRIPS:		
WAITING ON LIST?		Eligible - Wheelchair	Dedicated	Non-Ded.
		- Ambulatory	719	
		Attendants/Companions	4,374	
NUMBER OF REGISTRANTS:		Other (not eligible)	145	
Eligible - Wheelchair	11	TOTAL:	5,093	
- Ambulatory	303	TRIP TYPES:		
- Temporary	5	Subscription	19%	
Attendants/Companions		Prebooked	55%	
Other (not eligible)		Reservation	22%	
TOTAL:	319	Demand-Response	4%	
HOW OFTEN IS REG. LIST SCREENED?		UNACCOMMODATED TRIP REQUESTS: 76		
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS: 326		
VISITORS ELIGIBLE?	yes	NO SHOWS: 61		
		OTHER METHODS OF PAYMENT:		
		Cash		
		Adult 11/\$10.00		
		Child 11/\$7.00		
		Student 11/\$6.00		
		Senior 11/\$7.00		
		Attendant SAME		
		Companion SAME		
		Other SAME		
		FARE STRUCTURE:		
		Tickets/Cards		
		Monthly Pass		
		22/\$20.00		
		22/\$14.00		
		22/\$16.00		
		22/\$14.00		
		COMPARISON WITH CONVENTIONAL TRANSIT:		
		Conventional Hours longer		
		Fare Structure same		

VEHICLES				EMPLOYEES			
VEHICLE TYPES:				NUMBER OF EMPLOYEES:			
S-Wagon/Sedan	Wheelchair Capacity	Ambulatory Capacity	Average Age	Annual Kilometres: Revenue Total	35,123	39,641	Part Time 1
Modified Vans	1	3	6	Annual Hours: Revenue Total	2,142	2,268	Office 1
Small Buses							Mainten. 1
Purpose-Built							Admin.
Other							Volun.
TOTAL VEHICLES	1			IS NON-DEDICATED SERVICE AVAILABLE?	no		TOTAL 2 2
Ownership:	municipality operator			NO. OF OPERATORS:			UNIONS:
Maintenance:							Specialized
							Conventional
FLEET DISTRIBUTION:				PAYMENT METHOD:			
Peak Day	6-9	9-11	11-2	4-6	6-9	9-12	12+
Saturday	1	2-4	2-4	1			
Sunday							
Holidays							
				PAYMENT VERIFICATION:			
				MAXIMUM WAGE RATES:			
				Specialized \$10.00			
				Conventional \$14.50			
				Operators			
				Maintenance			
PERFORMANCE INDICATORS				SERVICE UTILIZATION:			
FINANCIAL:				Trips/Hour			
R/C = Op. Revenue/Op. Cost	3.6%			0.0098			
Net Operating Cost/Capita	\$1.99			0.0659			
Municipal Net Cost/Capita	\$0.90			0.1568			
Share of Net Cost				Average Kilometres/Trip			
- Provincial	55%			Trips/Registrant			
- Municipal	45%			Unaccommodated Trip Requests			
(incl. donations)				Cancellations			
				\$13.18			
				No-Shows			
				1.49%			
				6.40%			
				1.20%			
EFFICIENCY (Dedicated Service Only):				VEHICLE UTILIZATION (Dedicated Service Only):			
Cost/Hour	\$31.35			Revenue Hours/Vehicle			
Cost/Kilometre	\$1.91			2,142			
Maintenance Cost/Kilometre				Kilometres/Vehicle			
				1,428			
				35,123			

VEHICLES

VEHICLE TYPES:

S-Wagon/Sedan
Modified Vans
Small Buses
Purpose-Built
Other

Number

5

Wheelchair
Capacity

Ambulatory
Capacity

Average
Age

5.4

ANNUAL KILOMETRES:
Revenue
Total

122,947
122,947

ANNUAL HOURS:
Revenue
Total

7,067
8,292

IS NON-DEDICATED SERVICE
AVAILABLE?
yes

NO. OF OPERATORS:

2

FLEET DISTRIBUTION:

Ownership: municipality

Maintenance: contracted out

6-9 9-11 11-2

3 4 3

1 1 1

2-4 4-6 6-9 9-12 12+

4 3 1 1 1

Peak Day

Saturday

Sunday

Holidays

PAYMENT METHOD:

(ie. flat rate, hourly, per km etc.)
flat rate trip

PAYMENT VERIFICATION:
by operator

EMPLOYEES

NUMBER OF EMPLOYEES:

Full Time

3

Part Time

1

Operators

Office

Mainten.

Admin.

Volun.

TOTAL

5

UNIONS:

Specialized

Conventional

no

MAXIMUM WAGE RATES:

Specialized

\$11.75

Conventional

\$13.00

Operators

Maintenance

PERFORMANCE INDICATORS

FINANCIAL:

R/C = Op. Revenue/Op. Cost

Net Operating Cost/Capita

Municipal Net Cost/Capita

Share of Net Cost

- Provincial

- Municipal

(incl. donations)

EFFICIENCY (Dedicated Service Only):

Cost/Hour

Cost/Kilometre

Maintenance Cost/Kilometre

\$44.57

\$2.56

\$0.09

SERVICE:

Registrants/Capita

Revenue Vehicle Hours/Capita

Trips/Capita

Trips by Non-Dedicated Service

EFFECTIVENESS:

Cost/Trip

- Dedicated

- Non-Dedicated

LABOUR PRODUCTIVITY:

Hours/Operator

1,087

SERVICE UTILIZATION:

Trips/Hour

Kilometres/Hour

Average Kilometres/Trip

Trips/Registrant

Unaccommodated Trip Requests

Cancellations

No-Shows

VEHICLE UTILIZATION (Dedicated Service Only):

Revenue Hours/Vehicle

Kilometres/Vehicle

2,79

17.40

6.25

31.76

1.01%

11.15%

1.07%

1,413

24,589

Belleville Mobility Bus		SERVICE OPERATED BY: private contractor MUNICIPAL CONTACT: Cliff Belch (613) 967-3268 OPERATIONS CONTACT: Deborah Boucher (613) 968-5888		SERVICE STARTED IN: February 1983 POPULATION SERVED: 35,479 SERVICE AREA (ha): 3,100 ADVISORY COMMITTEE: no NUMBER OF MEMBERS:	
REGISTRANTS		FINANCIAL		SERVICE	
LOCAL ELIGIBILITY CRITERION: Unable to Board Unable to Use Other		OPERATING COSTS AND REVENUES: Oper. Cost \$110,018		TYPE: curb to curb HOURS OF SERVICE: Weekdays 0800 to 1730 Saturday 1000 to 1800 Sunday Holidays CALL-INS: no min, max 7 days METHODS: Registration manually Reservations manually Scheduling manually Dispatching manually	
ELIGIBILITY COMMITTEE? MEMBERS: X eligibility determined by medical professional		Dedicated Non-Dedicated TOTAL: \$13,832		Revenue \$96,186 \$63,426 \$32,760 \$15,620	
REGISTRATION REQUIRED? REGISTRATION CARDS? WAITING LIST? WAITING ON LIST?		NET OPERATING COST: Provincial Share Municipal Share Donations		FARE STRUCTURE: Cash Tickets/Cards Monthly Pass	
NUMBER OF REGISTRANTS: Eligible - Wheelchair - Ambulatory - Temporary Attendants/Companions Other (not eligible) TOTAL:		ANNUAL ONE-WAY TRIPS: Eligible - Wheelchair - Ambulatory Attendants/Companions Other (not eligible) TOTAL:		Adult Child Student Senior Attendant Companion Other	
HOW OFTEN IS REG. LIST SCREENED? every 2 or 3 years COMPANIONS ALLOWED IF SPACE? VISITORS ELIGIBLE?		TRIP TYPES: Subscription Prebooked Reservation Demand-Response UNACCOMMODATED TRIP REQUESTS: CANCELLED TRIPS: NO-SHOWS:		OTHER METHODS OF PAYMENT: Conventional Hours Fare Structure	

VEHICLES										EMPLOYEES													
VEHICLE TYPES:										NUMBER OF EMPLOYEES:													
S-Wagon/Sedan										45,936		Full Time		Part Time									
Modified Vans										Total		1		1									
Small Buses										ANNUAL HOURS:		8,008		Office									
Purpose-Built										Revenue		8,008		Mainten.									
Other										Total				Admin.									
TOTAL VEHICLES										2		IS NON-DEDICATED SERVICE AVAILABLE?		Volun.									
Ownership:										no		TOTAL		1									
Maintenance:										municipality/contract operator		no		4									
operator										NO. OF OPERATORS:		Specialized		no									
FLEET DISTRIBUTION:										CONVENTIONAL		CBRT & GW Local		126									
6-9										9-11		11-2		2-4		4-6		6-9		9-12		12 +	
2										2		1		2		1		1		1		1	
Peak Day										1		1		1		1		1		1		1	
Saturday										1		1		1		1		1		1		1	
Sunday										1		1		1		1		1		1		1	
Holidays										1		1		1		1		1		1		1	
PERFORMANCE INDICATORS										SERVICE UTILIZATION:													
FINANCIAL:										Trips/Hour													
R/C = Op.Revenue/Op.Cost										0.0072													
Net Operating Cost/Capita										Kilometres/Hour													
Municipal Net Cost/Capita										0.2257													
Share of Net Cost										Average Kilometres/Trip													
- Provincial										Trips/Registrant													
- Municipal										Unaccommodated Trip Requests													
(incl. donations)										Cancellations													
EFFICIENCY (Dedicated Service Only):										No-Shows													
Cost/Hour										VEHICLE UTILIZATION (Dedicated Service Only):													
Cost/Kilometre										Revenue Hours/Vehicle													
Maintenance Cost/Kilometre										Kilometres/Vehicle													
										8,008													
										4,004													
										22,968													

Brantford Operation Lift		SERVICE OPERATED BY: non-profit organization		SERVICE STARTED IN: December 1965	
MUNICIPAL CONTACT: W. Coulson		POPULATION SERVED: 85,000			
(519) 759-4150		SERVICE AREA (ha): 7,102			
OPERATIONS CONTACT: Kevin Williams		ADVISORY COMMITTEE? yes			
(519) 756-2170		NUMBER OF MEMBERS: 17			
REGISTRANTS		FINANCIAL		SERVICE	
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:		TYPE: accessible door	
Unable to Board X		Oper. Cost		HOURS OF SERVICE:	
Unable to Use X		\$518,743		Weekdays 0600 to 2330	
Other		\$54,742		Saturday 0600 to 2330	
ELIGIBILITY COMMITTEE? yes		TOTAL: \$573,485		Sunday Holidays	
MEMBERS? 4		NET OPERATING COST:		CALL-INS: min 24 hour, max 30 days	
REGISTRATION REQUIRED? yes		Provincial Share		METHODS: manually	
REGISTRATION CARDS? no		Municipal Share		manually	
WAITING LIST? no		Donations		manually	
WAITING ON LIST?		ANNUAL ONE-WAY TRIPS:		manually	
NUMBER OF REGISTRANTS:		Eligible - Wheelchair		FARE STRUCTURE:	
Eligible - Wheelchair 498 43%		- Ambulatory		Cash Tickets/Cards Monthly Pass	
- Ambulatory 576 50%		Attendants/Companions		Adult \$1.10 \$1.10	
- Temporary 87 7%		Other (not eligible)		Child \$1.10 \$1.10	
Attendants/Companions		TOTAL: 40,252		Student \$1.10 \$1.10	
Other (not eligible)		TRIP TYPES:		Senior \$1.10 \$1.10	
TOTAL: 1,161		Subscribed		Attendant \$1.10 \$1.10	
HOW OFTEN IS REG. LIST SCREENED?		Prebooked		Companion \$1.10 \$1.10	
every 2 or 3 years		Reservation		Other \$1.10 \$1.10	
COMPANIONS ALLOWED IF SPACE? yes		Demand-Response		OTHER METHODS OF PAYMENT:	
VISITORS ELIGIBLE? no		UNACCOMMODATED TRIP REQUESTS: 100		contracts based on net cost	
		CANCELLED TRIPS: 1,742		COMPARISON WITH CONVENTIONAL TRANSIT:	
		NO-SHOWS: 630		Conventional Hours same	
				Fare Structure different, 1.25	

Brockville Para Transit

SERVICE OPERATED BY: private contractor
 MUNICIPAL CONTACT: Ted Allan
 (613) 342-8772
 OPERATIONS CONTACT:

SERVICE STARTED IN: August 1988
 POPULATION SERVED: 20,860
 SERVICE AREA (ha): 2,064
 ADVISORY COMMITTEE? yes
 NUMBER OF MEMBERS: 8

REGISTRANTS		FINANCIAL		SERVICE	
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:		TYPE:	
Unable to Board		Dedicated	Oper. Cost	Weekdays	door to door
Unable to Use	X	Non-Dedicated	\$99,525	Saturday	0700 to 1900
Other		TOTAL:	\$99,525	Sunday	0700 to 1900
ELIGIBILITY COMMITTEE?	yes	NET OPERATING COST:		Holidays	min 24 hours, no max
MEMBERS?	4	Provincial Share	\$39,592	CALL-INS:	
REGISTRATION REQUIRED?	yes	Municipal Share	\$51,793	METHODS:	
REGISTRATION CARDS?	no	Donations	\$37,799	Registration	manually
WAITING LIST?	no		\$3,600	Reservations	manually
WAITING ON LIST?		ANNUAL ONE-WAY TRIPS:		Scheduling	manually
		Eligible - Wheelchair	Dedicated	Dispatching	
		- Ambulatory	3,471	FARE STRUCTURE:	
		Attendants/Companions	2,796	Cash	Tickets/Cards
		Other (not eligible)	1,091	Adult	Monthly Pass
NUMBER OF REGISTRANTS:		TOTAL:	6,267	Child	\$1.35
Eligible - Wheelchair	136	TRIP TYPES:		Student	\$1.35
- Ambulatory	94	Subscription		Senior	\$1.35
- Temporary	2	Prebooked		Attendant	
Attendants/Companions		Reservation		Companion	
Other (not eligible)		Demand-Response		Other	
TOTAL:	232	UNACCOMMODATED TRIP REQUESTS:		OTHER METHODS OF PAYMENT:	
HOW OFTEN IS REG. LIST SCREENED?		Cancelled TRIPS:		COMPARISON WITH CONVENTIONAL TRANSIT:	
every 2 or 3 years		NO-SHOWS:		Conventional Hours	
COMPANIONS ALLOWED IF SPACE?	yes		521	same	
VISITORS ELIGIBLE?	yes		46	Fare Structure	
				same	

Burk's Falls**Para-Bus****No Data Received**

SERVICE OPERATED BY:

SERVICE STARTED IN:

MUNICIPAL CONTACT:

POPULATION SERVED:

SERVICE AREA (ha):

OPERATIONS CONTACT:

ADVISORY COMMITTEE?

NUMBER OF MEMBERS:

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board

Unable to Use

Other

ELIGIBILITY COMMITTEE?

MEMBERS?

REGISTRATION REQUIRED?

REGISTRATION CARDS?

WAITING LIST?

WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible - Wheelchair

- Ambulatory

- Temporary

Attendants/Companions

Other (not eligible)

TOTAL:

HOW OFTEN IS REG. LIST SCREENED?

COMPANIONS ALLOWED IF SPACE?

VISITORS ELIGIBLE?

FINANCIAL

OPERATING COSTS AND REVENUES:

Dedicated

Non-Dedicated

TOTAL:

Oper. Cost

Revenue

NET OPERATING COST:

Provincial Share

Municipal Share

Donations

ANNUAL ONE-WAY TRIPS:

Eligible - Wheelchair

- Ambulatory

Attendants/Companions

Other (not eligible)

TOTAL:

TRIP TYPES:

Subsorption

Prebooked

Reservation

Demand-Response

UNACCOMMODATED TRIP REQUESTS:

CANCELLED TRIPS:

NO-SHOWS:

SERVICE

TYPE:

HOURS OF SERVICE:

Weekdays

Saturday

Sunday

Holidays

CALL-INS:

METHODS:

Registration

Reservations

Scheduling

Dispatching

FARE STRUCTURE:

Cash

Tickets/Cards

Monthly Pass

Adult

Child

Student

Senior

Attendant

Companion

Other

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours

Fare Structure

VEHICLES				EMPLOYEES			
VEHICLE TYPES:		Number	Wheelchair Capacity	Ambulatory Capacity	Average Age	ANNUAL KILOMETRES:	
S-Wagon/Sedan						Revenue	
Modified Vans						Total	
Small Buses						ANNUAL HOURS:	
Purpose-Built						Revenue	
Other						Total	
TOTAL VEHICLES						IS NON-DEDICATED SERVICE AVAILABLE?	
Ownership:						NO. OF OPERATORS:	
Maintenance:						PAYMENT METHOD:	
FLEET DISTRIBUTION:		6-9	9-11	11-2	2-4	4-6	6-9
Peak Day							12 +
Saturday							(ie. flat rate, hourly, per km etc.)
Sunday							PAYMENT VERIFICATION:
Holidays							
FINANCIAL:		SERVICE:					
R/C = Op. Revenue/Op. Cost		Registrants/Capita					
Net Operating Cost/Capita		Revenue Vehicle Hours/Capita					
Municipal Net Cost/Capita		Trips/Capita					
Share of Net Cost		Trips by Non-Dedicated Service					
- Provincial		EFFECTIVENESS:					
- Municipal		Cost/Trip					
(incl. donations)		- Dedicated					
		- Non-Dedicated					
EFFICIENCY (Dedicated Service Only):		LABOUR PRODUCTIVITY:					
Cost/Hour		Hours/Operator					
Cost/Kilometre							
Maintenance Cost/Kilometre							
NUMBER OF EMPLOYEES:		FULL TIME					
Operators		Part Time					
Office							
Mainten.							
Admin.							
Volun.							
TOTAL							
UNIONS:		Specialized					
Specialized		Conventional					
Conventional		MAXIMUM WAGE RATES:					
		Specialized					
		Conventional					
OPERATORS		Maintenance					
MAINTENANCE							
SERVICE UTILIZATION:		Trips/Hour					
Kilometres/Hour		Average Kilometres/Trip					
Trips/Registrant		Unaccommodated Trip Requests					
Cancellations		No-Shows					
VEHICLE UTILIZATION (Dedicated Service Only):		Revenue Hours/Vehicle					
Kilometres/Vehicle							

Burlington Handi-Van

SERVICE OPERATED BY: municipality
MUNICIPAL CONTACT: Don Hammond
OPERATIONS CONTACT: Don Hammond
SERVICE STARTED IN: 1973
POPULATION SERVED: 130,000
SERVICE AREA (ha): 18,389
ADVISORY COMMITTEE? yes
NUMBER OF MEMBERS: 6

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board X
Unable to Use
Other

ELIGIBILITY COMMITTEE? MEMBERS?

yes 6

REGISTRATION REQUIRED?

yes

REGISTRATION CARDS?

no

WAITING LIST?

no

WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible - Wheelchair 630 53%
- Ambulatory 520 44%
- Temporary 33 3%
Attendants/Companions
Other (not eligible)
TOTAL: 1,183

HOW OFTEN IS REG. LIST SCREENED?

annually

COMPANIONS ALLOWED IF SPACE?

yes

VISITORS ELIGIBLE?

yes

FINANCIAL

OPERATING COSTS AND REVENUES:

Dedicated Oper. Cost
Non-Dedicated \$536,814
TOTAL: \$13,443
\$550,257

NET OPERATING COST:

Provincial Share \$468,386
Municipal Share \$246,040
Donations \$222,346

ANNUAL ONE-WAY TRIPS:

Eligible - Wheelchair Dedicated
- Ambulatory 16,959
Attendants/Companions 12,576
Other (not eligible) 1,243
TOTAL: 29,535

TRIP TYPES:

Subscription 34%
Prebooked 44%
Reservation 19%
Demand-Response 3%

UNACCOMMODATED TRIP REQUESTS:

70

CANCELLED TRIPS:

3,055

NO-SHOWS:

350

SERVICE

TYPE:

accessible door

HOURS OF SERVICE:

Weekdays 0700 to 2300
Saturday 0900 to 2300
Sunday 0900 to 1700
Holidays 0900 to 1700
min 48 hours

CALL-INS:

computer assisted
computer assisted
computer assisted
computer assisted

METHODS:

Registration
Reservations
Scheduling
Dispatching

FARE STRUCTURE:

Cash Tickets/Cards Monthly Pass

Adult \$1.50 10\$15.00
Child \$1.50 10\$15.00
Student \$1.50 10\$15.00
Senior \$1.50 10\$15.00
Attendant \$1.50 10\$15.00
Companion \$1.50 10\$15.00
Other \$1.50 10\$15.00

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours same
Fare Structure same

Cambridge Cambridge Transit

SERVICE OPERATED BY: municipality
MUNICIPAL CONTACT: Rick Schram
(519) 623-1340
OPERATIONS CONTACT: Mr. Greg Seguin
(519) 740-4633

SERVICE STARTED IN: March 1976
POPULATION SERVED: 92,000
SERVICE AREA (ha): 9,000
ADVISORY COMMITTEE? no
NUMBER OF MEMBERS:

REGISTRANTS		FINANCIAL		SERVICE	
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:		TYPE:	door to door
Unable to Board		Oper. Cost	Revenue	HOURS OF SERVICE:	
Unable to Use	X	\$140,232	\$140,232	Weekdays	0800 to 2300
Other		\$187,120	\$187,120	Saturday	1200 to 1700
ELIGIBILITY COMMITTEE?	no	TOTAL:	\$327,352	Sunday	
MEMBERS?		NET OPERATING COST:		Holidays	min 24 hours, max 30 days
eligibility determined by staff		Provincial Share	\$282,530	CALL-INS:	
REGISTRATION REQUIRED?	yes	Municipal Share	\$211,898	METHODS:	computer assisted
REGISTRATION CARDS?	yes	Donations	\$70,632	Registration	computer assisted
WAITING LIST?	no			Reservations	computer assisted
WAITING ON LIST?				Scheduling	manually
NUMBER OF REGISTRANTS:		ANNUAL ONE-WAY TRIPS:		Dispatching	
Eligible - Wheelchair	193	Eligible - Wheelchair	Dedicated	FARE STRUCTURE:	
- Ambulatory	1,007	- Ambulatory	2,154	Cash	Tickets/Cards
- Temporary	3	Attendants/Companions	5,792	Adult	Monthly Pass
Attendants/Companions		Other (not eligible)	150	Child	\$1.50
Other (not eligible)		TOTAL:	7,946	Student	\$1.10
TOTAL:	1,203			Senior	\$1.10
		TRIP TYPES:		Attendant	\$1.10
		Subscription		Companion	
		Prebooked		Other	
		Reservation		OTHER METHODS OF PAYMENT:	
		Demand-Response		\$3.00 trips to Kitchener	
HOW OFTEN IS REG. LIST SCREENED?		UNACCOMMODATED TRIP REQUESTS:		CONPARISON WITH CONVENTIONAL TRANSIT:	
annually		CANCELLED TRIPS:		Conventional Hours	shorter
COMPANIONS ALLOWED IF SPACE?	yes	NO-SHOWS:		Fare Structure	different, \$1.30
VISITORS ELIGIBLE?	yes				

VEHICLES				EMPLOYEES			
VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age	ANNUAL KILOMETRES:	68,178	
S-Wagon/Sedan					Revenue	72,878	
Modified Vans					Total		
Small Buses	3	5	2	4	ANNUAL HOURS:	3,637	
Purpose-Built					Revenue	3,968	
Other					Total		
TOTAL VEHICLES	3				IS NON-DEDICATED SERVICE AVAILABLE?		
Ownership:	municipality				yes		
Maintenance:	municipality						
FLEET DISTRIBUTION:					NO. OF OPERATORS:	42	
Peak Day	6-9	9-11	11-2	2-4	PAYMENT METHOD:		
Saturday	1	2	2	2	(ie. flat rate, hourly, per km etc.)		
Sunday					flat rate per trip		
Holidays					PAYMENT VERIFICATION:		
					checked internally		
PERFORMANCE INDICATORS							
FINANCIAL:					SERVICE:		
R/C = Op.Revenue/Op.Cost	13.7%				Registrants/Capita	0.0131	2.18
Net Operating Cost/Capita	\$3.07				Revenue Vehicle Hours/Capita	0.0395	18.75
Municipal Net Cost/Capita	\$0.77				Trips/Capita	0.3962	8.58
Share of Net Cost					Trips by Non-Dedicated Service	78%	30.30
- Provincial	75%				Unaccommodated Trip Requests		
- Municipal	25%				Cancellations		3.96%
(incl. donations)					No-Shows	\$17.65	0.03%
						\$6.56	
EFFICIENCY (Dedicated Service Only):							
Cost/Hour	\$38.56				VEHICLE UTILIZATION (Dedicated Service Only):		
Cost/Kilometre	\$2.06				Revenue Hours/Vehicle	1,212	1,212
Maintenance Cost/Kilometre	\$0.25				Kilometres/Vehicle	1,819	22,726

Campbellford Venture Van

SERVICE OPERATED BY: non-profit organization

SERVICE STARTED IN: October

1992

MUNICIPAL CONTACT: Karen Turnbull

POPULATION SERVED:

10,643

(705) 653-1900

SERVICE AREA (ha):

OPERATIONS CONTACT:

ADVISORY COMMITTEE?

yes

NUMBER OF MEMBERS: 9

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board

Unable to Use

Other

ELIGIBILITY COMMITTEE?

MEMBERS?

yes

1

REGISTRATION REQUIRED?

REGISTRATION CARDS?

WAITING LIST?

WAITING ON LIST?

yes

yes

no

NUMBER OF REGISTRANTS:

Eligible - Wheelchair

- Ambulatory

- Temporary

Attendants/Companions

Other (not eligible)

TOTAL:

208

HOW OFTEN IS REG. LIST SCREENED?

annually

COMPANIONS ALLOWED IF SPACE?

yes

no

VISITORS ELIGIBLE?

FINANCIAL

OPERATING COSTS AND REVENUES:

Dedicated

Non-Dedicated

TOTAL:

Oper. Cost

\$41,381

Revenue

\$8,791

NET OPERATING COST:

Provincial Share

Municipal Share

Donations

\$32,590

\$15,758

\$7,597

\$8,060

ANNUAL ONE-WAY TRIPS:

Eligible - Wheelchair

- Ambulatory

Attendants/Companions

Other (not eligible)

Dedicated

Non-Ded.

3,764

TRIP TYPES:

Subscription

Prebooked

Reservation

Demand-Response

UNACCOMMODATED TRIP REQUESTS:

CANCELLED TRIPS:

NO-SHOWS:

SERVICE

TYPE:

door to door

HOURS OF SERVICE:

Weekdays

Saturday

Sunday

Holidays

0800 to 1800

0900 to 2100

1000 to 2100

0800 to 1800

min 24 hours, max 7 days

CALL-INS:

METHODS:

Registration

Reservations

Scheduling

Dispatching

FARE STRUCTURE:

Cash

Adult

Child

Student

Senior

Attendant

Companion

Other

Tickets/Cards

Monthly Pass

\$2.00

\$2.00

\$2.00

\$2.00

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours

Fare Structure

No Conv. Service

No Conv. Service

VEHICLES										EMPLOYEES									
VEHICLE TYPES:										NUMBER OF EMPLOYEES:									
S-Wagon/Sedan										Full Time									
Modified Vans										Part Time									
Small Buses										1									
Purpose-Built										1									
Other										1									
TOTAL VEHICLES										TOTAL									
1										1									
Ownership: municipality/Non-profit										UNIONS:									
Maintenance: non-profit organization										Specialized no									
Specialized										Conventional									
Conventional										MAXIMUM WAGE RATES:									
Specialized										\$10.00									
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Operators										Maintenance									
Maintenance										Specialized									
Specialized										\$10.00									
\$10.00										Conventional									
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\$10.00										Conventional									
Conventional										Operators									
Operators										Maintenance									
Maintenance										Specialized									
Specialized																			

Capreol Handi-Transit

SERVICE OPERATED BY: municipality MUNICIPAL CONTACT: E. Berube (705) 858-1212 OPERATIONS CONTACT: Joan Sorel (705) 858-1320		SERVICE STARTED IN: December 1991 POPULATION SERVED: 7,000 SERVICE AREA (ha): n/a ADVISORY COMMITTEE? yes NUMBER OF MEMBERS: 3																									
REGISTRANTS LOCAL ELIGIBILITY CRITERION: Unable to Board X Unable to Use X Other ELIGIBILITY COMMITTEE? yes MEMBERS? 3 administrative staff REGISTRATION REQUIRED? yes REGISTRATION CARDS? no WAITING LIST? no WAITING ON LIST?		FINANCIAL OPERATING COSTS AND REVENUES: <table border="1"> <tr> <td>Dedicated</td> <td>Oper. Cost</td> <td>Revenue</td> </tr> <tr> <td>Non-Dedicated</td> <td>\$44,818</td> <td></td> </tr> <tr> <td>TOTAL:</td> <td>\$44,818</td> <td>\$5,668</td> </tr> </table> NET OPERATING COST: Provincial Share \$39,170 Municipal Share \$19,585 Donations \$19,585 \$5,270 ANNUAL ONE-WAY TRIPS: Eligible - Wheelchair Dedicated - Ambulatory Non-Ded. Attendants/Companions Other (not eligible) TOTAL: 1,360		Dedicated	Oper. Cost	Revenue	Non-Dedicated	\$44,818		TOTAL:	\$44,818	\$5,668															
Dedicated	Oper. Cost	Revenue																									
Non-Dedicated	\$44,818																										
TOTAL:	\$44,818	\$5,668																									
NUMBER OF REGISTRANTS: Eligible - Wheelchair 7 15% - Ambulatory 40 85% - Temporary Attendants/Companions Other (not eligible) TOTAL: 47		FARE STRUCTURE: <table border="1"> <tr> <td>Cash</td> <td>Tickets/Cards</td> <td>Monthly Pass</td> </tr> <tr> <td>Adult</td> <td>\$3.50</td> <td></td> </tr> <tr> <td>Child</td> <td>\$3.50</td> <td></td> </tr> <tr> <td>Student</td> <td>\$3.50</td> <td></td> </tr> <tr> <td>Senior</td> <td>\$3.50</td> <td></td> </tr> <tr> <td>Attendant</td> <td>\$3.50</td> <td></td> </tr> <tr> <td>Companion</td> <td>\$3.50</td> <td></td> </tr> <tr> <td>Other</td> <td></td> <td></td> </tr> </table> OTHER METHODS OF PAYMENT: \$1.00 within Capreol COMPARISON WITH CONVENTIONAL TRANSIT: Conventional Hours shorter Fare Structure same		Cash	Tickets/Cards	Monthly Pass	Adult	\$3.50		Child	\$3.50		Student	\$3.50		Senior	\$3.50		Attendant	\$3.50		Companion	\$3.50		Other		
Cash	Tickets/Cards	Monthly Pass																									
Adult	\$3.50																										
Child	\$3.50																										
Student	\$3.50																										
Senior	\$3.50																										
Attendant	\$3.50																										
Companion	\$3.50																										
Other																											
HOW OFTEN IS REG. LIST SCREENED? every 2 or 3 years COMPANIONS ALLOWED IF SPACE? yes VISITORS ELIGIBLE? yes		TRIP TYPES: Subscription 20% Prebooked 80% Reservation Demand-Response UNACCOMMODATED TRIP REQUESTS: CANCELLED TRIPS: NO-SHOWS:																									

VEHICLES										EMPLOYEES															
VEHICLE TYPES:					<u>Number</u>		<u>Wheelchair Capacity</u>		<u>Ambulatory Capacity</u>		<u>Average Age</u>		ANNUAL KILOMETRES:					NUMBER OF EMPLOYEES:							
S-Wagon/Sedan					1		5		4		3		Revenue					<u>Full Time</u>							
Modified Vans													Total					Operators							
Small Buses													ANNUAL HOURS:					Office							
Purpose-Built													Revenue					2,008							
Other													Total					2,008							
TOTAL VEHICLES					1								IS NON-DEDICATED SERVICE AVAILABLE?					Volun.							
Ownership:					municipality								NO. OF OPERATORS:					TOTAL							
Maintenance:					contracted out								PAYMENT METHOD:					Specialized							
FLEET DISTRIBUTION:					6-9		9-11		11-2		2-4		4-6		6-9		9-12		12 +		Conventional				
Peak Day																					MAXIMUM WAGE RATES:				
Saturday																					Specialized				
Sunday																					Operators				
Holidays																					Maintenance				
PERFORMANCE INDICATORS										SERVICE UTILIZATION:															
FINANCIAL:					SERVICE:					Trips/Hour					0.0067					0.68					
R/C = Op.Revenue/Op.Cost					12.6%					Registrants/Capita					0.2869					Kilometres/Hour					
Net Operating Cost/Capita					\$5.60					Revenue Vehicle Hours/Capita					0.1943					Average Kilometres/Trip					
Municipal Net Cost/Capita					\$2.80					Trips/Capita										Trips/Registrant					
Share of Net Cost										Trips by Non-Dedicated Service										Unaccommodated Trip Requests					
- Provincial					50%					EFFECTIVENESS:										Cancellations					
- Municipal					50%					Cost/Trip					- Dedicated					No-Shows					
(incl. donations)										- Non-Dedicated										\$32.95					
EFFICIENCY (Dedicated Service Only):										VEHICLE UTILIZATION (Dedicated Service Only):															
Cost/Hour					\$22.32					LABOUR PRODUCTIVITY:					Revenue Hours/Vehicle					2,008					
Cost/Kilometre										Hours/Operator					4,016					Kilometres/Vehicle					
Maintenance Cost/Kilometre																									

Chapleau
No Data Received

SERVICE OPERATED BY:
MUNICIPAL CONTACT:
OPERATIONS CONTACT:

SERVICE STARTED IN:
POPULATION SERVED:
SERVICE AREA (ha):
ADVISORY COMMITTEE?
NUMBER OF MEMBERS:

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board
Unable to Use
Other

**ELIGIBILITY COMMITTEE?
MEMBERS?**

REGISTRATION REQUIRED?

REGISTRATION CARDS?

WAITING LIST?

WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible - Wheelchair
- Ambulatory
- Temporary
Attendants/Companions
Other (not eligible)
TOTAL:

HOW OFTEN IS REG. LIST SCREENED?

**COMPANIONS ALLOWED IF SPACE?
VISITORS ELIGIBLE?**

FINANCIAL

OPERATING COSTS AND REVENUES:

Oper. Cost
Revenue
Dedicated
Non-Dedicated
TOTAL:

NET OPERATING COST:

Provincial Share
Municipal Share
Donations

ANNUAL ONE-WAY TRIPS:

Eligible - Wheelchair
- Ambulatory
Attendants/Companions
Other (not eligible)
TOTAL:

Dedicated

Non-Ded.

SERVICE

TYPE:

HOURS OF SERVICE:

Weekdays
Saturday
Sunday
Holidays

CALL-INS:

METHODS:

Registration
Reservations
Scheduling
Dispatching

FARE STRUCTURE:

Cash Tickets/Cards Monthly Pass

Adult
Child
Student
Senior
Attendant
Companion
Other

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours
Fare Structure

VEHICLES				EMPLOYEES			
VEHICLE TYPES:		ANNUAL KILOMETRES:		NUMBER OF EMPLOYEES:		Part Time	
S-Wagon/Sedan	<u>Wheelchair Capacity</u>	<u>Average Age</u>	Revenue	Full Time			
Modified Vans	<u>Capacity</u>		Total			Operators	
Small Buses			ANNUAL HOURS:			Office	
Purpose-Built			Revenue			Mainten.	
Other			Total			Admin.	
TOTAL VEHICLES		IS NON-DEDICATED SERVICE AVAILABLE?		TOTAL		Volun.	
Ownership:		NO. OF OPERATORS:		UNIONS:		Specialized	
Maintenance:						Conventional	
FLEET DISTRIBUTION:		PAYMENT METHOD:		MAXIMUM WAGE RATES:		Specialized	
6-9	9-11	11-2	2-4	4-6	6-9	9-12	12 +
Peak Day							
Saturday							
Sunday							
Holidays							
PAYMENT VERIFICATION:				Operators			
				Maintenance			
PERFORMANCE INDICATORS				SERVICE UTILIZATION:			
FINANCIAL:		SERVICE:		Trips/Hour		Kilometres/Hour	
R/C = Op.Revenue/Op.Cost	Registrants/Capita	Revenue Vehicle Hours/Capita		Average Kilometres/Trip		Trips/Registrant	
Net Operating Cost/Capita	Trips/Capita	Trips by Non-Dedicated Service		Unaccommodated Trip Requests		Cancellations	
Municipal Net Cost/Capita				No-Shows			
Share of Net Cost	EFFECTIVENESS:	Cost/Trip		- Dedicated		- Non-Dedicated	
- Provincial							
- Municipal	LABOUR PRODUCTIVITY:	Hours/Operator					
(incl. donations)							
EFFICIENCY (Dedicated Service Only):							
Cost/Hour							
Cost/Kilometre							
Maintenance Cost/Kilometre							
				VEHICLE UTILIZATION (Dedicated Service Only):			
				Revenue Hours/Vehicle			
				Kilometres/Vehicle			

Chatham Handi-Bus

SERVICE OPERATED BY: private contractor
 MUNICIPAL CONTACT: Blair Anderson
 (519) 436-3278
 OPERATIONS CONTACT: Bruce Steen
 (519) 352-7433

SERVICE STARTED IN: April 1973
 POPULATION SERVED: 43,000
 SERVICE AREA (ha): 28
 ADVISORY COMMITTEE? no
 NUMBER OF MEMBERS: 28

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board X
 Unable to Use X
 Other

ELIGIBILITY COMMITTEE?

MEMBERS? no

eligibility determined by staff

REGISTRATION REQUIRED?

yes

REGISTRATION CARDS?

no

WAITING LIST?

no

NUMBER OF REGISTRANTS:

Eligible - Wheelchair 320 64%
 - Ambulatory 160 32%
 - Temporary 20 4%
 Attendants/Companions
 Other (not eligible)
 TOTAL: 500

HOW OFTEN IS REG. LIST SCREENED?

annually

COMPANIONS ALLOWED IF SPACE?

yes

VISITORS ELIGIBLE?

yes

FINANCIAL

OPERATING COSTS AND REVENUES:

Oper. Cost Revenue
 Dedicated \$74,500
 Non-Dedicated
 TOTAL: \$74,500 \$9,450

NET OPERATING COST:

Provincial Share \$65,050
 Municipal Share \$43,750
 Donations \$25,900
 \$9,050

ANNUAL ONE-WAY TRIPS:

Eligible - Wheelchair Dedicated Non-Ded.
 - Ambulatory 4,500
 Attendants/Companions 2,250
 Other (not eligible) 850
 TOTAL: 6,750

TRIP TYPES:

Subscription 10%
 Prebooked 80%
 Reservation 10%
 Demand-Response

UNACCOMMODATED TRIP REQUESTS:

5%

CANCELLED TRIPS:

10%

NO-SHOWS:

1%

SERVICE

TYPE:

curb to curb

HOURS OF SERVICE:

Weekdays 0800 to 1740
 Saturday 0800 to 1740
 Sunday 0900 to 1400

CALL-INS:

Holidays min 24 hours, max 7 days

METHODS:

Registration computer assisted
 Reservations manually
 Scheduling manually
 Dispatching manually

FARE STRUCTURE:

Cash Tickets/Cards Monthly Pass
 Adult \$1.40
 Child \$1.40
 Student \$1.40
 Senior \$1.40
 Attendant No charge
 Companion \$1.40
 Other

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours shorter
 Fare Structure different, \$1.25

VEHICLES				EMPLOYEES			
VEHICLE TYPES:				NUMBER OF EMPLOYEES:			
S-Wagon/Sedan	Wheelchair Capacity	Ambulatory Capacity	Average Age	ANNUAL KILOMETRES:		Full Time	
Modified Vans				Revenue	Total	1	1
Small Buses				ANNUAL HOURS:			1
Purpose-Built	1	5	8	Revenue			1
Other				Total			2
TOTAL VEHICLES	1			IS NON-DEDICATED SERVICE AVAILABLE?	no	TOTAL	5
Ownership: municipality				NO. OF OPERATORS:	UNIONS:		
Maintenance: operator					Specialized no		
					Conventional UBWO		
FLEET DISTRIBUTION:				MAXIMUM WAGE RATES:			
6-9	9-11	11-2	2-4	4-6	6-9	9-12	12+
1	1	1	1	1	1	1	
Peak Day							
Saturday	1	1	1	1			
Sunday	1	1	1				
Holidays							
				CONVENTIONAL			
				Specialized			
				\$10.60			
				\$15.24			
				Conventional			
				\$13.69			
				\$15.24			
PERFORMANCE INDICATORS				SERVICE UTILIZATION:			
FINANCIAL:				Trips/Hour			
R/C = Op.Revenue/Op.Cost				0.0116			
Net Operating Cost/Capita				0.0821			
Municipal Net Cost/Capita				0.1570			
Share of Net Cost				Average Kilometres/Trip			
- Provincial				Trips/Registrant			
- Municipal				Unaccommodated Trip Requests			
(incl. donations)				Cancellations			
				No-Shows			
				\$11.04			
EFFICIENCY (Dedicated Service Only):				VEHICLE UTILIZATION (Dedicated Service Only):			
Cost/Hour				Revenue Hours/Vehicle			
Cost/Kilometre				2,353			
Maintenance Cost/Kilometre				Kilometres/Vehicle			
				3,530			
				3,530			
				13.50			
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Clarington Handi Transit Inc.

SERVICE OPERATED BY: non-profit organization

SERVICE STARTED IN: October

1981

MUNICIPAL CONTACT: Ron Baker

POPULATION SERVED: 51,000

(905) 263-2291

SERVICE AREA (ha): 57,590

OPERATIONS CONTACT: Doug Manuel

ADVISORY COMMITTEE? yes

(905) 571-1222

NUMBER OF MEMBERS: 11

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board

Unable to Use

Other

ELIGIBILITY COMMITTEE?

no

MEMBERS?

administrative staff

REGISTRATION REQUIRED?

REGISTRATION CARDS?

WAITING LIST?

WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible - Wheelchair

- Ambulatory

- Temporary

Attendants/Companions

Other (not eligible)

TOTAL:

HOW OFTEN IS REG. LIST SCREENED?

every 2 or 3 years

COMPANIONS ALLOWED IF SPACE?

yes

VISITORS ELIGIBLE?

yes

FINANCIAL

OPERATING COSTS AND REVENUES:

Oper. Cost

\$101,016

Revenue

\$7,246

Dedicated

Non-Dedicated

TOTAL:

\$101,016

\$7,246

NET OPERATING COST:

Provincial Share

Municipal Share

Donations

\$93,770

\$46,219

\$47,551

ANNUAL ONE-WAY TRIPS:

Eligible - Wheelchair

- Ambulatory

Attendants/Companions

Other (not eligible)

TOTAL:

1,458

390

156

1,788

Dedicated

1,458

390

156

Non-Ded.

Non-Ded.

SERVICE

TYPE:

accessible door to accessible door

HOURS OF SERVICE:

Weekdays

Saturday

Sunday

Holidays

0730 to 1730

min 1 hours, max 5 days

CALL-INS:

manually/computer-assisted

manually/computer-assisted

manually

manually

METHODS:

Registration

Reservations

Scheduling

Dispatching

FARE STRUCTURE:

Cash

Tickets/Cards

Monthly Pass

Adult

Child

Student

Senior

Attendant

Companion

Other

OTHER METHODS OF PAYMENT:

zone fares, monthly billings, agency contracts

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours

Fare Structure

VEHICLES				EMPLOYEES			
VEHICLE TYPES:		Wheelchair Capacity		Ambulatory Capacity		ANNUAL KILOMETRES:	
S-Wagon/Sedan	Number	Average Age	Revenue Total	45,024	45,674	Revenue	
Modified Vans	2	5	5.5	1,889		ANNUAL HOURS:	
Small Buses				2,250		Revenue	
Purpose-Built						Total	
Other							
TOTAL VEHICLES	2					IS NON-DEDICATED SERVICE AVAILABLE?	no
Ownership:	municipality					NO. OF OPERATORS:	
Maintenance:	contracted operator					PAYMENT METHOD:	(ie. flat rate, hourly, per km etc.)
FLEET DISTRIBUTION:							
Peak Day	6-9	9-11	11-2	4-6	6-9	9-12	12+
Saturday	1	1	1	1	1		
Sunday							
Holidays							
PERFORMANCE INDICATORS				EMPLOYEES			
FINANCIAL:				NUMBER OF EMPLOYEES:			
R/C = Op. Revenue/Op. Cost				Full Time		Part Time	
Net Operating Cost/Capita	7.2%	\$1.84		Operators	1		
Municipal Net Cost/Capita		\$0.93		Office	0.75		
Share of Net Cost				Mainten.			
- Provincial	50%			Admin.	0.25		
- Municipal	50%			Volun.			
(incl. donations)				TOTAL	2		
EFFICIENCY (Dedicated Service Only):				UNIONS:			
Cost/Hour	\$53.48			Specialized	yes		
Cost/Kilometre	\$2.24			Conventional	Teamsters Local 938		
Maintenance Cost/Kilometre	\$0.35			MAXIMUM WAGE RATES:			
				Specialized	\$12.21	Conventional	
				Operators			
				Maintenance			
SERVICE UTILIZATION:				SERVICE UTILIZATION:			
				Trips/Hour		Trips/Hour	0.95
				Kilometres/Hour	0.0370	Kilometres/Hour	23.83
				Average Kilometres/Trip	0.0351	Average Kilometres/Trip	25.18
				Trips/Registrant		Trips/Registrant	
				Unaccommodated Trip Requests		Unaccommodated Trip Requests	0.84%
				Cancellations		Cancellations	4.47%
				No-Shows	\$56.50	No-Shows	
VEHICLE UTILIZATION (Dedicated Service Only):				VEHICLE UTILIZATION (Dedicated Service Only):			
Revenue Hours/Vehicle	1,889			Revenue Hours/Vehicle		Revenue Hours/Vehicle	945
Kilometres/Vehicle				Kilometres/Vehicle		Kilometres/Vehicle	22,512

Cobourg Handi-Trans

SERVICE OPERATED BY: non-profit organization MUNICIPAL CONTACT: Donna Lee OPERATIONS CONTACT: Garth Haggerty (416) 372-3300		SERVICE STARTED IN: June 1984 POPULATION SERVED: 24,441 SERVICE AREA (ha): 27,667 ADVISORY COMMITTEE? yes NUMBER OF MEMBERS: 10	
REGISTRANTS LOCAL ELIGIBILITY CRITERION: Unable to Board Unable to Use Other ELIGIBILITY COMMITTEE? MEMBERS? medical/health professional REGISTRATION REQUIRED? yes REGISTRATION CARDS? yes WAITING LIST? no WAITING ON LIST?		FINANCIAL OPERATING COSTS AND REVENUES: Dedicated Non-Dedicated TOTAL: NET OPERATING COST: Provincial Share Municipal Share Donations ANNUAL ONE-WAY TRIPS: Eligible - Wheelchair - Ambulatory Attendants/Companions Other (not eligible) TOTAL: TRIP TYPES: Subscription Prebooked Reservation Demand-Response UNACCOMMODATED TRIP REQUESTS: 13 CANCELLED TRIPS: 471 NO-SHOWS: 51	
TOTAL: 164		SERVICE TYPE: door to door HOURS OF SERVICE: Weekdays Saturday Sunday Holidays CALL-INS: min 24 hours, no max METHODS: computer assisted manually manually manually FARE STRUCTURE: Cash Adult Child Student Senior Attendant Companion Other Tickets/Cards Monthly Pass	
HOW OFTEN IS REG. LIST SCREENED? every 2 or 3 years COMPANIONS ALLOWED IF SPACE? yes VISITORS ELIGIBLE? yes		OTHER METHODS OF PAYMENT: School Board Contracts, \$7.75/Trip-subscriptions COMPARISON WITH CONVENTIONAL TRANSIT: Conventional Hours longer Fare Structure different, \$.80	

VEHICLES				EMPLOYEES			
VEHICLE TYPES: S-Wagon/Sedan Modified Vans Small Buses Purpose-Built Other	<u>Number</u>	<u>Wheelchair Capacity</u>	<u>Ambulatory Capacity</u>	<u>Average Age</u>	ANNUAL KILOMETRES: Revenue Total		
	2	5	4	2	ANNUAL HOURS: Revenue Total		
	TOTAL VEHICLES 2			IS NON-DEDICATED SERVICE AVAILABLE? no			
	Ownership: municipality			NO. OF OPERATORS:			
	Maintenance: non-profit organization			PAYMENT METHOD: (ie. flat rate, hourly, per km etc.)			
	FLEET DISTRIBUTION:			PAYMENT VERIFICATION:			
	Peak Day	6-9 2	9-11 2	11-2 1	2-4 2	4-6 2	9-12 2
	Saturday	2	2	1	2	2	
	Sunday						
	Holidays						
PERFORMANCE INDICATORS				SERVICE UTILIZATION:			
FINANCIAL:				Trips/Hour			
R/C = Op. Revenue/Op. Cost				0.0067			
Net Operating Cost/Capita				0.1335			
Municipal Net Cost/Capita				0.3533			
Share of Net Cost				Average Kilometres/Trip			
- Provincial				7.76			
- Municipal				52.66			
(incl. donations)				Trips/Registrant			
EFFICIENCY (Dedicated Service Only):				Unaccommodated Trip Requests			
Cost/Hour				0.15%			
Cost/Kilometre				5.45%			
Maintenance Cost/Kilometre				0.59%			
LABOUR PRODUCTIVITY:				Cancellations			
Hours/Operator				No-Shows			
VEHICLE UTILIZATION (Dedicated Service Only):				Revenue Hours/Vehicle			
Cost/Hour				1,632			
Cost/Kilometre				33,522			
Maintenance Cost/Kilometre				Kilometres/Vehicle			

Cochrane
No Data Received

SERVICE OPERATED BY:
MUNICIPAL CONTACT:
OPERATIONS CONTACT:
SERVICE STARTED IN:
POPULATION SERVED:
SERVICE AREA (ha):
ADVISORY COMMITTEE?
NUMBER OF MEMBERS:

REGISTRANTS	FINANCIAL	SERVICE
LOCAL ELIGIBILITY CRITERION: Unable to Board Unable to Use Other	OPERATING COSTS AND REVENUES: Dedicated Non-Dedicated TOTAL: NET OPERATING COST: Provincial Share Municipal Share Donations	TYPE: HOURS OF SERVICE: Weekdays Saturday Sunday Holidays CALL-INS: METHODS: Registration Reservations Scheduling Dispatching FARE STRUCTURE: Cash Tickets/Cards Monthly Pass
ELIGIBILITY COMMITTEE? MEMBERS?		Adult Child Student Senior Attendant Companion Other
REGISTRATION REQUIRED? REGISTRATION CARDS? WAITING LIST? WAITING ON LIST?	ANNUAL ONE-WAY TRIPS: Eligible - Wheelchair - Ambulatory Attendants/Companions Other (not eligible) TOTAL:	OTHER METHODS OF PAYMENT: COMPARISON WITH CONVENTIONAL TRANSIT: Conventional Hours Fare Structure
NUMBER OF REGISTRANTS: Eligible - Wheelchair - Ambulatory - Temporary Attendants/Companions Other (not eligible) TOTAL:	TRIP TYPES: Subscription Prebooked Reservation Demand-Response	
HOW OFTEN IS REG. LIST SCREENED?	UNACCOMMODATED TRIP REQUESTS:	
COMPANIONS ALLOWED IF SPACE? VISITORS ELIGIBLE?	CANCELLED TRIPS: NO-SHOWS:	

VEHICLES				EMPLOYEES			
VEHICLE TYPES:		Number	Wheelchair Capacity	Ambulatory Capacity	Average Age	ANNUAL KILOMETRES:	
S-Wagon/Sedan						Revenue	
Modified Vans						Total	
Small Buses						ANNUAL HOURS:	
Purpose-Built						Revenue	
Other						Total	
TOTAL VEHICLES							
IS NON-DEDICATED SERVICE AVAILABLE?							
NO. OF OPERATORS:							
PAYMENT METHOD: (i.e. flat rate, hourly, per km etc.)							
PAYMENT VERIFICATION:							
FLEET DISTRIBUTION:							
6-9	9-11	11-2	2-4	4-6	6-9	9-12	12 +
Peak Day							
Saturday							
Sunday							
Holidays							
OWNERSHIP:							
Maintenance:							
TOTAL							
UNIONS:							
Specialized							
Conventional							
MAXIMUM WAGE RATES:							
Specialized							
Conventional							
OPERATORS:							
Maintenance							
SERVICE UTILIZATION:							
Trips/Hour							
Kilometres/Hour							
Average Kilometres/Trip							
Trips/Registrant							
Unaccommodated Trip Requests							
Cancellations							
No-Shows							
VEHICLE UTILIZATION (Dedicated Service Only):							
Revenue Hours/Vehicle							
Kilometres/Vehicle							
EFFICIENCY (Dedicated Service Only):							
Cost/Hour							
Cost/Kilometre							
Maintenance Cost/Kilometre							
FINANCIAL:							
R/C = Op.Revenue/Op.Cost							
Net Operating Cost/Capita							
Municipal Net Cost/Capita							
Share of Net Cost							
- Provincial							
- Municipal							
(incl. donations)							
EFFECTIVENESS:							
Cost/Trip							
- Dedicated							
- Non-Dedicated							
LABOUR PRODUCTIVITY:							
Hours/Operator							

Collingwood A.C.T.S.

SERVICE OPERATED BY: private contractor

SERVICE STARTED IN: June

1989

MUNICIPAL CONTACT: Ken Astill

POPULATION SERVED: 12,200

(705) 445-1292

SERVICE AREA (ha): 2,000

OPERATIONS CONTACT: Howard Hanson

ADVISORY COMMITTEE? yes

(705) 445-5812

NUMBER OF MEMBERS: 10

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board

Unable to Use

Other

X

ELIGIBILITY COMMITTEE?

MEMBERS?

eligibility determined by staff

no

REGISTRATION REQUIRED?

REGISTRATION CARDS?

WAITING LIST?

WAITING ON LIST?

yes

yes

no

NUMBER OF REGISTRANTS:

Eligible - Wheelchair

- Ambulatory

- Temporary

Attendants/Companions

Other (not eligible)

TOTAL:

106

36%

190

64%

1

0%

297

HOW OFTEN IS REG. LIST SCREENED?

annually

COMPANIONS ALLOWED IF SPACE?

yes

visitors eligible?

yes

FINANCIAL

OPERATING COSTS AND REVENUES:

Dedicated

Non-Dedicated

TOTAL:

Oper. Cost

\$72,948

Revenue

\$72,948

\$11,896

NET OPERATING COST:

Provincial Share

Municipal Share

Donations

\$61,052

\$45,789

\$15,263

SERVICE

TYPE:

accessible door

HOURS OF SERVICE:

Weekdays

Saturday

Sunday

Holidays

0800 to 1700

0800 to 1700

no min, no max

CALL-INS:

METHODS:

Registration

Reservations

Scheduling

Dispatching

manually

manually

manually

manually

FARE STRUCTURE:

Cash

Tickets/Cards

Monthly Pass

\$1.00

\$1.00

\$1.00

\$1.00

\$1.00

\$1.00

\$1.00

\$1.00

\$1.00

\$1.00

Adult

Child

Student

Senior

Attendant

Companion

Other

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours

Fare Structure

longer

same

VEHICLES										EMPLOYEES			
VEHICLE TYPES:		Wheelchair Capacity	Ambulatory Capacity	Average Age	ANNUAL KILOMETRES:		NUMBER OF EMPLOYEES:		Part Time				
S-Wagon/Sedan	1	4	6	5	Revenue	30,070	Operators	Full Time	1				
Modified Vans					Total	30,070	Office						
Small Buses					ANNUAL HOURS:		Mainten.						
Purpose-Built					Revenue	2,404	Admin.						
Other					Total	2,727	Volun.						
TOTAL VEHICLES	1				IS NON-DEDICATED SERVICE AVAILABLE?	no	TOTAL	1	4				
Ownership:	municipality					NO. OF OPERATORS:	UNIONS:		Specialized	no			
Maintenance:	operator					PAYMENT METHOD:			Conventional				
FLEET DISTRIBUTION:		6-9	9-11	11-2	2-4	4-6	6-9	9-12	12 +	MAXIMUM WAGE RATES:		Specialized	Conventional
Peak Day	1	1	1	1	1	1				Operators	\$10.85		\$10.85
Saturday	1	1	1	1	1	1				Maintenance	\$16.50		\$16.50
Sunday													
Holidays													
PERFORMANCE INDICATORS													
FINANCIAL:		SERVICE:								SERVICE UTILIZATION:			
R/C = Op. Revenue/Op. Cost	16.3%	Registrants/Capita								Trips/Hour	4.95		
Net Operating Cost/Capita	\$5.00	Revenue Vehicle Hours/Capita								Kilometres/Hour	12.51		
Municipal Net Cost/Capita	\$1.25	Trips/Capita								Average Kilometres/Trip	2.53		
Share of Net Cost		Trips by Non-Dedicated Service								Trips/Registrant	40.05		
- Provincial	75%	EFFECTIVENESS:								Unaccommodated Trip Requests			
- Municipal	25%	Cost/Trip								Cancellations			
(incl. donations)										No-Shows	\$6.13		
EFFICIENCY (Dedicated Service Only):		LABOUR PRODUCTIVITY:								VEHICLE UTILIZATION (Dedicated Service Only):			
Cost/Hour	\$30.34	Hours/Operator								Revenue Hours/Vehicle	2,404		
Cost/Kilometre	\$2.43									Kilometres/Vehicle	30,070		
Maintenance Cost/Kilometre	\$0.07												

Cornwall Handi-Transit

SERVICE OPERATED BY: municipality
 MUNICIPAL CONTACT: Sherman Goodwin
 (613) 930-2636
 OPERATIONS CONTACT: Gerry Godard
 (613) 930-2636

SERVICE STARTED IN: August 1981
 POPULATION SERVED: 47,835
 SERVICE AREA (ha): 6,345
 ADVISORY COMMITTEE? no
 NUMBER OF MEMBERS:

REGISTRANTS		FINANCIAL		SERVICE	
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:		TYPE:	door to door
Unable to Board		Dedicated	Oper. Cost	HOURS OF SERVICE:	
Unable to Use		Non-Dedicated	\$342,421	Weekdays	0615 to 2330
Other		TOTAL:	\$12,356	Saturday	0615 to 2330
ELIGIBILITY COMMITTEE?	no		\$354,777	Sunday	
MEMBERS?		NET OPERATING COST:		Holidays	
administrative staff/medical/health professional		Provincial Share	\$326,145	CALL-INS:	min 24 hours, max 14 days
REGISTRATION REQUIRED?	yes	Municipal Share	\$163,073	METHODS:	
REGISTRATION CARDS?	yes	Donations	\$163,073	Registration	manually
WAITING LIST?	no			Reservations	manually
WAITING ON LIST?		ANNUAL ONE-WAY TRIPS:		Scheduling	manually
		Eligible - Wheelchair	Dedicated	Dispatching	
		- Ambulatory	9,045	FARE STRUCTURE:	
		Attendants/Companions	2,075	Cash	Tickets/Cards
		Other (not eligible)		Adult	\$1.25
		TOTAL:	18,649	Child	\$12.50
				Student	\$12.50
				Senior	\$12.50
				Attendant	\$1.25
				Companion	\$1.25
				Other	\$1.25
				OTHER METHODS OF PAYMENT:	
				monthly billings	
HOW OFTEN IS REG. LIST SCREENED?		TRIP TYPES:		COMPARISON WITH CONVENTIONAL TRANSIT:	
every 2 or 3 years		Subscription	42%	Conventional Hours	same
COMPANIONS ALLOWED IF SPACE?	yes	Prebooked	21%	Fare Structure	different, \$1.10
VISITORS ELIGIBLE?	yes	Reservation	38%		
		Demand-Response			
		UNACCOMMODATED TRIP REQUESTS:	132		
		CANCELLED TRIPS:	2,202		
		NO-SHOWS:	246		

VEHICLES				EMPLOYEES			
VEHICLE TYPES:		ANNUAL KILOMETRES:		NUMBER OF EMPLOYEES:		Part Time	
S-Wagon/Sedan	Number	Wheelchair Capacity	Average Age	Revenue	Full Time	Operators	4
Modified Vans				Total	5	Office	2
Small Buses	2	5	5	ANNUAL HOURS:		Mainten.	3
Purpose-Built	2	4	5.5	Revenue		Admin.	2
Other				Total		Volun.	
TOTAL VEHICLES	4			IS NON-DEDICATED SERVICE AVAILABLE?	5	TOTAL	11
Ownership:	municipality			yes		UNIONS:	
Maintenance:	municipality					Specialized	ATU Local 946
						Conventional	ATU Local 946
FLEET DISTRIBUTION:				MAXIMUM WAGE RATES:			
	6-9	9-11	11-2	4-6	6-9	9-12	12 +
Peak Day	3	2	2	1	1	1	1
Saturday	1	1	1	1	1	1	1
Sunday							
Holidays							
PAYMENT METHOD:				OPERATORS			
(ie. flat rate, hourly, per km etc.)				Specialized			
flat rate per trip				\$14.68			
PAYMENT VERIFICATION:				Maintenance			
				\$16.36			
VEHICLE UTILIZATION:				VEHICLE UTILIZATION (Dedicated Service Only):			
Trips/Hour				Revenue Hours/Vehicle			
0.0356				2,800			
0.2342				Kilometres/Vehicle			
0.4334				40,456			
10%							
Unaccommodated Trip Requests							
Cancellations							
No-Shows							
\$18.36							
\$5.93							
1,600							
SERVICE:				LABOUR PRODUCTIVITY:			
Registrants/Capita				Hours/Operator			
Revenue Vehicle Hours/Capita							
Trips/Capita							
Trips by Non-Dedicated Service							
EFFECTIVENESS:							
Cost/Trip							
- Dedicated							
- Non-Dedicated							
8.7%							
\$6.82							
\$3.41							
50%							
50%							
(incl. donations)							
EFFICIENCY (Dedicated Service Only):							
Cost/Hour							
\$30.57							
Cost/Kilometre							
\$2.12							
Maintenance Cost/Kilometre							
\$0.29							

Dryden Handi-Transit

SERVICE OPERATED BY: non-profit organization
 MUNICIPAL CONTACT: Bruce Hoffstrom
 (807) 223-1127
 OPERATIONS CONTACT: Judi Stratton
 (807) 223-3568

SERVICE STARTED IN: November 1975
 POPULATION SERVED: 6,257
 SERVICE AREA (ha): 1,686
 ADVISORY COMMITTEE? yes
 NUMBER OF MEMBERS: 6

REGISTRANTS		FINANCIAL		SERVICE	
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:		TYPE:	accessible door
Unable to Board	X	Dedicated	Oper. Cost	HOURS OF SERVICE:	Weekdays
Unable to Use	X	Non-Dedicated			Saturday
Other		TOTAL:			Sunday
ELIGIBILITY COMMITTEE?	no	NET OPERATING COST:			Holidays
MEMBERS?		Provincial Share		CALL-INS:	min 2 hours, max 24 days
advisory committee		Municipal Share		METHODS:	n/a
REGISTRATION REQUIRED?	no	Donations		Registration	manually
REGISTRATION CARDS?	no			Reservations	manually
WAITING LIST?	no			Scheduling	manually
WAITING ON LIST?				Dispatching	
NUMBER OF REGISTRANTS:		ANNUAL ONE-WAY TRIPS:		FARE STRUCTURE:	
Eligible - Wheelchair		Eligible - Wheelchair	Dedicated	Cash	Tickets/Cards
- Ambulatory		- Ambulatory	572	\$1.25	Monthly Pass
- Temporary		Attendants/Companions	2,778	\$1.25	
Attendants/Companions		Other (not eligible)		\$1.25	
Other (not eligible)		TOTAL:	3,350	\$1.25	
TOTAL:		TRIP TYPES:		Attendant	
		Subscription	36%	Companion	
		Prebooked	27%	Other	
		Reservation	18%	OTHER METHODS OF PAYMENT:	
		Demand-Response	18%	student fares paid by B. of Educ.	
HOW OFTEN IS REG. LIST SCREENED?	annually	UNACCOMMODATED TRIP REQUESTS:		COMPARISON WITH CONVENTIONAL TRANSIT:	
COMPANIONS ALLOWED IF SPACE?	no	CANCELLED TRIPS:	8	Conventional Hours	longer
VISITORS ELIGIBLE?	yes	NO-SHOWS:	7	Fare Structure	longer
					\$1.00

VEHICLES				EMPLOYEES			
VEHICLE TYPES:		ANNUAL KILOMETRES:		NUMBER OF EMPLOYEES:		Part Time	
S-Wagon/Sedan	Wheelchair Capacity	Ambulatory Capacity	Average Age	Revenue Total	9,955	Full Time	
Modified Vans					9,955	1	
Small Buses	1	3	4	Revenue Total	545	Operators	
Purpose-Built		10				Office	
Other						Mainten.	
						Admin.	
TOTAL VEHICLES	1			IS NON-DEDICATED SERVICE AVAILABLE?		Volun.	
						TOTAL	1
Ownership:	municipality			NO. OF OPERATORS:		UNIONS:	
Maintenance:	operator					Specialized	
						Conventional	IBEW Local 1730
FLEET DISTRIBUTION:				PAYMENT METHOD:		MAXIMUM WAGE RATES:	
6-9	9-11	11-2	4-6	6-9	9-12	12 +	
1	1	1	1	1	1	1	
Peak Day							
Saturday							
Sunday							
Holidays							
				PAYMENT VERIFICATION:		Specialized	\$16.00
						Operators	
						Maintenance	\$14.71
PERFORMANCE INDICATORS							
FINANCIAL:		SERVICE:		SERVICE UTILIZATION:			
R/C = Op. Revenue/Op. Cost		Registrars/Capita		Trips/Hour			6.15
Net Operating Cost/Capita	(\$2.01)	Revenue Vehicle Hours/Capita		Kilometres/Hour			18.27
Municipal Net Cost/Capita	\$1.74	Trips/Capita		Average Kilometres/Trip			2.97
Share of Net Cost		Trips by Non-Dedicated Service		Trips/Registrant			
- Provincial	50%			Unaccommodated Trip Requests			
- Municipal	50%			Cancellations			0.24%
(incl. donations)				No-Shows			0.21%
EFFICIENCY (Dedicated Service Only):		EFFECTIVENESS:					
Cost/Hour		Cost/Trip	- Dedicated				
Cost/Kilometre			- Non-Dedicated				
Maintenance Cost/Kilometre		LABOUR PRODUCTIVITY:					
		Hours/Operator					
				VEHICLE UTILIZATION (Dedicated Service Only):			
				Revenue Hours/Vehicle			545
				Kilometres/Vehicle			9,955

Durham**Disability Transit**

SERVICE OPERATED BY: private contractor

SERVICE STARTED IN: November 1991

MUNICIPAL CONTACT: Judith E. Gray

POPULATION SERVED: 2,511

(519) 369-2200

SERVICE AREA (ha): 458

OPERATIONS CONTACT: John Moore

ADVISORY COMMITTEE? yes

NUMBER OF MEMBERS: 3

REGISTRANTS		FINANCIAL		SERVICE	
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:		TYPE:	
Unable to Board		Oper. Cost	Revenue	Weekdays	door to door
Unable to Use	X	\$30,982		Saturday	0800 to 1800
Other				Sunday	1000 to 1400
ELIGIBILITY COMMITTEE?		TOTAL:	\$30,982	Holidays	min 24 hours, no max
MEMBERS?	no			CALL-INS:	
advisory committee				METHODS:	manually
REGISTRATION REQUIRED?	yes			Registration	manually
REGISTRATION CARDS?	yes			Reservations	manually
WAITING LIST?	no			Scheduling	manually
WAITING ON LIST?				Dispatching	
NUMBER OF REGISTRANTS:		ANNUAL ONE-WAY TRIPS:		FARE STRUCTURE:	
Eligible - Wheelchair	78	Eligible - Wheelchair	Dedicated	Cash	Tickets/Cards
- Ambulatory	41%	- Ambulatory	813	Adult	Monthly Pass
- Temporary	59%	Attendants/Companions	935	Child	
Attendants/Companions	112	Other (not eligible)	431	Student	
Other (not eligible)		TOTAL:	1,748	Senior	
TOTAL:	190			Attendant	
TRIP TYPES:				Companion	
Subscription				Other	
Prebooked				OTHER METHODS OF PAYMENT:	
Reservation				varies according to distance (min. \$3.00)	
Demand-Response				COMPARISON WITH CONVENTIONAL TRANSIT:	
UNACCOMMODATED TRIP REQUESTS:				Conventional Hours	
CANCELLED TRIPS:				No Conv. Service	
NO-SHOWS:				Fare Structure	
HOW OFTEN IS REG. LIST SCREENED?					
every 2 or 3 years					
COMPANIONS ALLOWED IF SPACE?					
yes					
VISITORS ELIGIBLE?					
yes					

Dysart

Special Transit Service

SERVICE OPERATED BY: municipality
 MUNICIPAL CONTACT: Donna McCallum
 (705) 457-1740
 OPERATIONS CONTACT: Jim Tice
 (705) 457-2571

SERVICE STARTED IN: April 1990
 POPULATION SERVED:
 SERVICE AREA (ha):
 ADVISORY COMMITTEE? yes
 NUMBER OF MEMBERS: 8

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board
 Unable to Use
 Other

X

ELIGIBILITY COMMITTEE? MEMBERS?

yes 6

REGISTRATION REQUIRED?

yes

REGISTRATION CARDS?

yes

WAITING LIST?

no

WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible - Wheelchair

- Ambulatory

- Temporary

Attendants/Companions

Other (not eligible)

TOTAL:

76

HOW OFTEN IS REG. LIST SCREENED?

annually

COMPANIONS ALLOWED IF SPACE?

yes

VISITORS ELIGIBLE?

yes

FINANCIAL

OPERATING COSTS AND REVENUES:

Dedicated
 Non-Dedicated
 TOTAL:

Oper. Cost
 \$12,478

Revenue
 \$5,302

NET OPERATING COST:

Provincial Share
 Municipal Share
 Donations

\$7,176

ANNUAL ONE-WAY TRIPS:

Eligible - Wheelchair

- Ambulatory

Attendants/Companions

Other (not eligible)

TOTAL:

Dedicated
 Non-Ded.

SERVICE

TYPE:

door to door

HOURS OF SERVICE:

Weekdays

1000 to 1430

Saturday

0900 to 1200

Sunday

Holidays

CALL-INS:

min 24 hours, max 5 days

METHODS:

Registration

Reservations

Scheduling

Dispatching

FARE STRUCTURE:

Cash
 Tickets/Cards
 Monthly Pass

Adult

Child

Student

Senior

Attendant

Companion

Other

\$1.50

\$1.50

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours

Fare Structure

No Conv. Service

No Conv. Service

Elliot Lake

SERVICE OPERATED BY:

SERVICE STARTED IN:

MUNICIPAL CONTACT:

POPULATION SERVED:

(705) 461-7203

SERVICE AREA (ha):

OPERATIONS CONTACT:

ADVISORY COMMITTEE?

(705) 848-1306

NUMBER OF MEMBERS:

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board
Unable to Use
Other

ELIGIBILITY COMMITTEE?
MEMBERS?

no

REGISTRATION REQUIRED?

yes

REGISTRATION CARDS?

no

WAITING LIST?

no

WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible - Wheelchair

40

- Ambulatory

135

- Temporary

10

Attendants/Companions

5%

Other (not eligible)

185

TOTAL:

HOW OFTEN IS REG. LIST SCREENED?

COMPANIONS ALLOWED IF SPACE?

yes

VISITORS ELIGIBLE?

yes

FINANCIAL

OPERATING COSTS AND REVENUES:

RevenueOper. Cost

Dedicated

\$58,619

Non-Dedicated

TOTAL:

\$58,619

\$6,293

NET OPERATING COST:

\$52,326

Provincial Share

Municipal Share

Donations

ANNUAL ONE-WAY TRIPS:

Eligible - Wheelchair

Dedicated

Non-Ded.

- Ambulatory

2,130

Attendants/Companions

3,591

Other (not eligible)

1,169

TOTAL:

5,721

TRIP TYPES:

Subscription

Prebooked

Reservation

Demand-Response

UNACCOMMODATED TRIP REQUESTS:

CANCELLED TRIPS:

NO-SHOWS:

SERVICE

TYPE:

HOURS OF SERVICE:

Weekdays

0700 to 1900

Saturday

0700 to 1900

Sunday

Holidays

CALL-INS:

METHODS:

Registration

Reservations

Scheduling

Dispatching

FARE STRUCTURE:

CashTickets/CardsMonthly Pass

Adult

\$1.10

Child

\$1.10

Student

\$1.10

Senior

\$1.10

Attendant

\$1.10

Companion

\$1.10

Other

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours

same

Fare Structure

12/\$1.00 seniors \$44/yr

VEHICLES				EMPLOYEES			
VEHICLE TYPES:	<u>Wheelchair</u>	<u>Ambulatory</u>	<u>ANNUAL KILOMETRES:</u>	<u>NUMBER OF EMPLOYEES:</u>			
	<u>Capacity</u>	<u>Capacity</u>	Revenue	<u>Full Time</u>			
	<u>Number</u>	<u>Age</u>	Total	<u>Part Time</u>			
			<u>ANNUAL HOURS:</u>				
			Revenue				
S-Wagon/Sedan			Total	Operators	1	1	3
Modified Vans				Office	1	1	1
Small Buses				Mainten.	1	1	1
Purpose-Built	1	3		Admin.	1	1	1
Other				Volun.			
TOTAL VEHICLES	1		IS NON-DEDICATED SERVICE AVAILABLE?	TOTAL		6	
Ownership:	municipality		NO. OF OPERATORS:	UNIONS:			
Maintenance:			PAYMENT METHOD:	Specialized			
			(ie. flat rate, hourly, per km etc.)	Conventional			
FLEET DISTRIBUTION:				MAXIMUM WAGE RATES:			
	6-9	9-11	11-2		Specialized	\$11.35	
Peak Day	1	1	1	Operators		\$11.50	
Saturday	1	1	1	Maintenance		\$17.93	
Sunday							
Holidays							
PERFORMANCE INDICATORS				SERVICE UTILIZATION:			
FINANCIAL:				Trips/Hour		3.69	
R/C = Op.Revenue/Op.Cost			10.7%	Kilometres/Hour		16.93	
Net Operating Cost/Capita				Average Kilometres/Trip		4.59	
Municipal Net Cost/Capita				Trips/Registrant		30.92	
Share of Net Cost				Unaccommodated Trip Requests			
- Provincial				Cancellations			
- Municipal				No-Shows		\$10.25	
(incl. donations)							
EFFICIENCY (Dedicated Service Only):				VEHICLE UTILIZATION (Dedicated Service Only):			
Cost/Hour			\$37.82	Revenue Hours/Vehicle		1,550	
Cost/Kilometre			\$2.23	Kilometres/Vehicle		1,033	
Maintenance Cost/Kilometre			\$0.33				

Espanola Espanola

SERVICE OPERATED BY: municipality
MUNICIPAL CONTACT: Merwyn P. Sheppard
(705) 869-1540
OPERATIONS CONTACT:

SERVICE STARTED IN:
POPULATION SERVED:
SERVICE AREA (ha):
ADVISORY COMMITTEE?
NUMBER OF MEMBERS:

5,276

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board
Unable to Use
Other

ELIGIBILITY COMMITTEE? MEMBERS?

REGISTRATION REQUIRED?
REGISTRATION CARDS?
WAITING LIST?
WAITING ON LIST?

yes
no
no

NUMBER OF REGISTRANTS:

Eligible - Wheelchair
- Ambulatory
- Temporary
Attendants/Companions
Other (not eligible)
TOTAL:

HOW OFTEN IS REG. LIST SCREENED?

COMPANIONS ALLOWED IF SPACE?
VISITORS ELIGIBLE?

SERVICE

TYPE:

HOURS OF SERVICE:

Weekdays
Saturday
Sunday
Holidays

CALL-INS:

METHODS:
Registration
Reservations
Scheduling
Dispatching

FARE STRUCTURE:

Cash
Tickets/Cards
Monthly Pass

Adult
Child
Student
Senior
Attendant
Companion
Other

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours
Fare Structure

FINANCIAL

OPERATING COSTS AND REVENUES:

Revenue

Oper. Cost

Dedicated
Non-Dedicated
TOTAL: \$13,930 \$3,268

NET OPERATING COST:

Provincial Share
Municipal Share
Donations \$10,662 \$7,996 \$2,666

ANNUAL ONE-WAY TRIPS:

Dedicated

Non-Ded.

Eligible - Wheelchair
- Ambulatory
Attendants/Companions
Other (not eligible)

TOTAL:

TRIP TYPES:

Subscription
Prebooked
Reservation
Demand-Response

UNACCOMMODATED TRIP REQUESTS:

CANCELLED TRIPS:

NO-SHOWS:

VEHICLES				EMPLOYEES			
VEHICLE TYPES:		Ambulatory		ANNUAL KILOMETRES:		NUMBER OF EMPLOYEES:	
S-Wagon/Sedan		Capacity		Revenue		Full Time	
Modified Vans		Average Age		Total		Part Time	
Small Buses				ANNUAL HOURS:		Operators	
Purpose-Built				Revenue		Office	
Other				Total		Mainten.	
TOTAL VEHICLES				IS NON-DEDICATED SERVICE AVAILABLE?		Admin.	
Ownership: municipality				no		Volun.	
Maintenance: municipality						TOTAL	
FLEET DISTRIBUTION:		NO. OF OPERATORS:		UNIONS:		Specialized	
6-9 9-11 11-2 2-4 4-6 6-9 9-12 12 +		PAYMENT METHOD:		Conventional		MAXIMUM WAGE RATES:	
Peak Day 1 1 1 1 1 1 1 1		(i.e. flat rate, hourly, per km etc.)				Specialized \$9.90	
Saturday		flat rate per trip \$1.50				Conventional	
Sunday		PAYMENT VERIFICATION:				Operators	
Holidays						Maintenance	
PERFORMANCE INDICATORS				SERVICE UTILIZATION:			
FINANCIAL:		SERVICE:		Trips/Hour		Kilometres/Hour	
R/C = Op. Revenue/Op. Cost		Registrants/Capita		Average Kilometres/Trip		Trips/Registrant	
Net Operating Cost/Capita		Revenue Vehicle Hours/Capita		Unaccommodated Trip Requests		Cancellations	
Municipal Net Cost/Capita		Trips/Capita		No-Shows		VEHICLE UTILIZATION (Dedicated Service Only):	
Share of Net Cost		Trips by Non-Dedicated Service				Revenue Hours/Vehicle	
- Provincial		EFFECTIVENESS:				Kilometres/Vehicle	
- Municipal		Cost/Trip		- Dedicated			
(incl. donations)		- Non-Dedicated					
EFFICIENCY (Dedicated Service Only):		LABOUR PRODUCTIVITY:					
Cost/Hour		Hours/Operator					
Cost/Kilometre							
Maintenance Cost/Kilometre							

Flesherton Ride On Transportation Services

SERVICE OPERATED BY: non-profit organization
MUNICIPAL CONTACT: Kris Kinsmen
(519) 924-2609
OPERATIONS CONTACT: Debbie Dowker
(519) 924-3339

SERVICE STARTED IN: November 1992
POPULATION SERVED: 15,936
SERVICE AREA (ha): 151,310
ADVISORY COMMITTEE? yes
NUMBER OF MEMBERS: 5

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board
Unable to Use
Other

ELIGIBILITY COMMITTEE?
MEMBERS? yes 5

REGISTRATION REQUIRED?
REGISTRATION CARDS? yes
WAITING LIST? yes
WAITING ON LIST? no

NUMBER OF REGISTRANTS:
Eligible - Wheelchair 12 15%
- Ambulatory 65 82%
- Temporary 2 3%
Attendants/Companions
Other (not eligible)
TOTAL: 79

HOW OFTEN IS REG. LIST SCREENED?
annually

COMPANIONS ALLOWED IF SPACE? yes
VISITORS ELIGIBLE? no

FINANCIAL

OPERATING COSTS AND REVENUES:

Oper. Cost Revenue
Dedicated \$143,867
Non-Dedicated \$32,564
TOTAL: \$176,431 \$19,382

NET OPERATING COST:
Provincial Share
Municipal Share
Donations

\$157,049
\$83,015

ANNUAL ONE-WAY TRIPS:
Eligible - Wheelchair 25
- Ambulatory 3,325
Attendants/Companions 25
Other (not eligible)
TOTAL: 3,350 950

Dedicated Non-Ded.

TRIP TYPES:

Subscription 96%
Prebooked 2%
Reservation 1%
Demand-Response 1%
UNACCOMMODATED TRIP REQUESTS: 1
CANCELLED TRIPS: 23
NO-SHOWS: 10

SERVICE

TYPE: door to door

HOURS OF SERVICE:

Weekdays 0730 to 1800
Saturday 0900 to 1700
Sunday
Holidays

CALL-INS: min 24 hour, no max

METHODS:
Registration computer assisted
Reservations manually
Scheduling manually
Dispatching manually

FARE STRUCTURE:

Cash Tickets/Cards Monthly Pass

Adult
Child
Student
Senior
Attendant
Companion
Other

OTHER METHODS OF PAYMENT:

involving
COMPARISON WITH CONVENTIONAL TRANSIT:
Conventional Hours No Conv. Service
Fare Structure No Conv. Service

Fort Frances

Fort Frances Transit

No Data Received

SERVICE OPERATED BY:
MUNICIPAL CONTACT:
OPERATIONS CONTACT:

SERVICE STARTED IN:
POPULATION SERVED:
SERVICE AREA (ha):
ADVISORY COMMITTEE?
NUMBER OF MEMBERS:

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board
Unable to Use
Other

ELIGIBILITY COMMITTEE? MEMBERS?

REGISTRATION REQUIRED?

REGISTRATION CARDS?

WAITING LIST?

WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible - Wheelchair
- Ambulatory
- Temporary

Attendants/Companions

Other (not eligible)

TOTAL:

HOW OFTEN IS REG. LIST SCREENED?

COMPANIONS ALLOWED IF SPACE?

VISITORS ELIGIBLE?

FINANCIAL

OPERATING COSTS AND REVENUES:

Oper. Cost

Revenue

Dedicated

Non-Dedicated

TOTAL:

NET OPERATING COST:

Provincial Share

Municipal Share

Donations

ANNUAL ONE-WAY TRIPS:

Eligible - Wheelchair

- Ambulatory

Attendants/Companions

Other (not eligible)

TOTAL:

TRIP TYPES:

Subscription

Prebooked

Reservation

Demand-Response

UNACCOMMODATED TRIP REQUESTS:

CANCELLED TRIPS:

NO-SHOWS:

SERVICE

TYPE:

HOURS OF SERVICE:

Weekdays

Saturday

Sunday

Holidays

CALL-INS:

METHODS:

Registration

Reservations

Scheduling

Dispatching

FARE STRUCTURE:

Cash

Tickets/Cards

Monthly Pass

Adult

Child

Student

Senior

Attendant

Companion

Other

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours

Fare Structure

VEHICLES				EMPLOYEES			
VEHICLE TYPES:		Number	Wheelchair Capacity	Ambulatory Capacity	Average Age	ANNUAL KILOMETRES:	
S-Wagon/Sedan						Revenue	
Modified Vans						Total	
Small Buses						ANNUAL HOURS:	
Purpose-Built						Revenue	
Other						Total	
TOTAL VEHICLES				IS NON-DEDICATED SERVICE AVAILABLE?			
Ownership:				NO. OF OPERATORS:			
Maintenance:				PAYMENT METHOD:			
FLEET DISTRIBUTION:				6-9	9-11	11-2	2-4
Peak Day				6-9	9-11	11-2	2-4
Saturday				6-9	9-11	11-2	2-4
Sunday				6-9	9-11	11-2	2-4
Holidays				6-9	9-11	11-2	2-4
TOTAL				6-9	9-11	11-2	2-4
UNIONS:				MAXIMUM WAGE RATES:			
Specialized				Specialized			
Conventional				Conventional			
OPERATORS				OPERATORS			
Maintenance				Maintenance			
NUMBER OF EMPLOYEES:				NUMBER OF EMPLOYEES:			
Full Time				Full Time			
Part Time				Part Time			
Operators				Operators			
Office				Office			
Mainten.				Mainten.			
Admin.				Admin.			
Volun.				Volun.			
TOTAL				TOTAL			
SERVICE UTILIZATION:				SERVICE UTILIZATION:			
Trips/Hour				Trips/Hour			
Kilometres/Hour				Kilometres/Hour			
Average Kilometres/Trip				Average Kilometres/Trip			
Trips/Registrant				Trips/Registrant			
Unaccommodated Trip Requests				Unaccommodated Trip Requests			
Cancellations				Cancellations			
No-Shows				No-Shows			
VEHICLE UTILIZATION (Dedicated Service Only):				VEHICLE UTILIZATION (Dedicated Service Only):			
Revenue Hours/Vehicle				Revenue Hours/Vehicle			
Kilometres/Vehicle				Kilometres/Vehicle			
PERFORMANCE INDICATORS				PERFORMANCE INDICATORS			
FINANCIAL:				FINANCIAL:			
R/C = Op. Revenue/Op. Cost				R/C = Op. Revenue/Op. Cost			
Net Operating Cost/Capita				Net Operating Cost/Capita			
Municipal Net Cost/Capita				Municipal Net Cost/Capita			
Share of Net Cost				Share of Net Cost			
- Provincial				- Provincial			
- Municipal				- Municipal			
(incl. donations)				(incl. donations)			
EFFECTIVENESS:				EFFECTIVENESS:			
Cost/Trip				Cost/Trip			
- Dedicated				- Dedicated			
- Non-Dedicated				- Non-Dedicated			
LABOUR PRODUCTIVITY:				LABOUR PRODUCTIVITY:			
Hours/Operator				Hours/Operator			
EFFICIENCY (Dedicated Service Only):				EFFICIENCY (Dedicated Service Only):			
Cost/Hour				Cost/Hour			
Cost/Kilometre				Cost/Kilometre			
Maintenance Cost/Kilometre				Maintenance Cost/Kilometre			

**Gananoque
Wheels of Care
No Data Received**

SERVICE OPERATED BY:
MUNICIPAL CONTACT:
OPERATIONS CONTACT:

SERVICE STARTED IN:
POPULATION SERVED:
SERVICE AREA (ha):
ADVISORY COMMITTEE?
NUMBER OF MEMBERS:

REGISTRANTS	FINANCIAL	SERVICE
LOCAL ELIGIBILITY CRITERION: Unable to Board Unable to Use Other	OPERATING COSTS AND REVENUES: Dedicated Non-Dedicated <u>TOTAL:</u> NET OPERATING COST: Provincial Share Municipal Share Donations	TYPE: HOURS OF SERVICE: Weekdays Saturday Sunday Holidays CALL-INS: METHODS: Registration Reservations Scheduling Dispatching FARE STRUCTURE: Cash Tickets/Cards Monthly Pass
ELIGIBILITY COMMITTEE? MEMBERS?		Adult Child Student Senior Attendant Companion Other
REGISTRATION REQUIRED? REGISTRATION CARDS? WAITING LIST? WAITING ON LIST?	ANNUAL ONE-WAY TRIPS: Eligible - Wheelchair - Ambulatory Attendants/Companions Other (not eligible) <u>TOTAL:</u>	OTHER METHODS OF PAYMENT: COMPARISON WITH CONVENTIONAL TRANSIT: Conventional Hours Fare Structure
NUMBER OF REGISTRANTS: Eligible - Wheelchair - Ambulatory - Temporary Attendants/Companions Other (not eligible) <u>TOTAL:</u>	TRIP TYPES: Subscription Prebooked Reservation Demand-Response UNACCOMMODATED TRIP REQUESTS: CANCELLED TRIPS: NO-SHOWS:	
HOW OFTEN IS REG. LIST SCREENED? COMPANIONS ALLOWED IF SPACE? VISITORS ELIGIBLE?		

VEHICLES				EMPLOYEES			
VEHICLE TYPES:		Number	Wheelchair Capacity	Ambulatory Capacity	Average Age	ANNUAL KILOMETRES:	
S-Wagon/Sedan						Revenue	
Modified Vans						Total	
Small Buses						ANNUAL HOURS:	
Purpose-Built						Revenue	
Other						Total	
TOTAL VEHICLES							
Ownership:							
Maintenance:							
FLEET DISTRIBUTION:							
6-9		9-11	11-2	2-4	4-6	6-9	9-12 12 +
Peak Day						PAYMENT METHOD:	
Saturday						(ie. flat rate, hourly, per km etc.)	
Sunday						PAYMENT VERIFICATION:	
Holidays							
PERFORMANCE INDICATORS							
FINANCIAL:							
R/C = Op. Revenue/Op. Cost							
Net Operating Cost/Capita							
Municipal Net Cost/Capita							
Share of Net Cost							
- Provincial							
- Municipal							
(incl. donations)							
EFFICIENCY (Dedicated Service Only):							
Cost/Hour							
Cost/Kilometre							
Maintenance Cost/Kilometre							
SERVICE:							
Registrants/Capita							
Revenue Vehicle Hours/Capita							
Trips/Capita							
Trips by Non-Dedicated Service							
EFFECTIVENESS:							
Cost/Trip							
- Dedicated							
- Non-Dedicated							
LABOUR PRODUCTIVITY:							
Hours/Operator							
SERVICE UTILIZATION:							
Trips/Hour							
Kilometres/Hour							
Average Kilometres/Trip							
Trips/Registrant							
Unaccommodated Trip Requests							
Cancellations							
No-Shows							
VEHICLE UTILIZATION (Dedicated Service Only):							
Revenue Hours/Vehicle							
Kilometres/Vehicle							
UNIONS:							
Specialized							
Conventional							
MAXIMUM WAGE RATES:							
Specialized							
Conventional							
Operators							
Maintenance							
NUMBER OF EMPLOYEES:							
Full Time							
Part Time							
Operators							
Office							
Mainten.							
Admin.							
Volun.							
TOTAL							

Georgina Mobility Transit System

SERVICE OPERATED BY: private contractor
 MUNICIPAL CONTACT: Stan Armstrong
 (905) 476-4301
 OPERATIONS CONTACT: Murray Walker
 (905) 476-4396

SERVICE STARTED IN: October 1990

POPULATION SERVED: 30,000

SERVICE AREA (ha): 28,853

ADVISORY COMMITTEE? yes

NUMBER OF MEMBERS: 7

REGISTRANTS		FINANCIAL		SERVICE	
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:		TYPE:	curb to curb
Unable to Board	X	Dedicated	Oper. Cost	HOURS OF SERVICE:	0900 to 1700
Unable to Use	X	Non-Dedicated	\$80,281	Weekdays	
Other		TOTAL:	\$80,281	Saturday	
ELIGIBILITY COMMITTEE?	yes		\$5,031	Sunday	
MEMBERS?	3	NET OPERATING COST:		Holidays	min 24 hours, no max
REGISTRATION REQUIRED?	yes	Provincial Share	\$75,259	CALL-INS:	
REGISTRATION CARDS?	yes	Municipal Share	\$37,625	METHODS:	manually
WAITING LIST?	yes	Donations	\$37,625	Registration	manually
WAITING ON LIST?	2		\$4,000	Reservations	manually
NUMBER OF REGISTRANTS:		ANNUAL ONE-WAY TRIPS:	Dedicated	Scheduling	manually
Eligible - Wheelchair	38	Eligible - Wheelchair	428	Dispatching	
- Ambulatory	26%	- Ambulatory	1,548	FARE STRUCTURE:	
- Temporary	74%	Attendants/Companions	48	Cash	Tickets/Cards
Attendants/Companions		Other (not eligible)		\$2.50	Monthly Pass
Other (not eligible)	106	TOTAL:	1,976	\$2.50	
TOTAL:	144	TRIP TYPES:		Adult	
HOW OFTEN IS REG. LIST SCREENED?		Subscription	13%	Child	
COMPANIONS ALLOWED IF SPACE?	yes	Prebooked	4%	Student	
VISITORS ELIGIBLE?	yes	Reservation	81%	Senior	
		Demand-Response	1%	Attendant	
		UNACCOMMODATED TRIP REQUESTS:	19	Companion	
		CANCELLED TRIPS:	242	Other	
		NO-SHOWS:	6	OTHER METHODS OF PAYMENT:	
				\$5.00 trip to Newmarket	
				COMPARISON WITH CONVENTIONAL TRANSIT:	
				Conventional Hours	No Conv. Service
				Fare Structure	No Conv. Service

VEHICLES										EMPLOYEES									
VEHICLE TYPES:										NUMBER OF EMPLOYEES:									
S-Wagon/Sedan										Full Time									
Modified Vans										Part Time									
Small Buses										1									
Purpose-Built										1									
Other										1									
TOTAL VEHICLES										TOTAL									
Ownership:										UNIONS:									
Maintenance:										Specialized									
										Conventional									
FLEET DISTRIBUTION:										MAXIMUM WAGE RATES:									
Peak Day										Specialized									
Saturday										\$12.03									
Sunday										Conventional									
Holidays																			
ANNUAL KILOMETRES:										ANNUAL WAGE RATES:									
Revenue										Specialized									
Total										\$12.03									
ANNUAL HOURS:										Conventional									
Revenue																			
Total																			
IS NON-DEDICATED SERVICE AVAILABLE?										Specialized									
NO. OF OPERATORS:										Conventional									
PAYMENT METHOD:										MAXIMUM WAGE RATES:									
(ie. flat rate, hourly, per km etc.)										Specialized									
flat rate per trip										\$12.03									
PAYMENT VERIFICATION:										Conventional									
OPERATORS:										OPERATORS:									
Specialized										Specialized									
Conventional										Conventional									
VEHICLE UTILIZATION (Dedicated Service Only):										VEHICLE UTILIZATION (Dedicated Service Only):									
Revenue Hours/Vehicle										Revenue Hours/Vehicle									
Kilometres/Vehicle										Kilometres/Vehicle									

Gore Bay Easy Rider

SERVICE OPERATED BY: municipality
MUNICIPAL CONTACT: Joyce Foster
(705) 282-2420
OPERATIONS CONTACT: Joyce Foster
(705) 282-2420

SERVICE STARTED IN: January 1989
POPULATION SERVED: 1,000
SERVICE AREA (ha): 61,000
ADVISORY COMMITTEE? yes
NUMBER OF MEMBERS: 5

REGISTRANTS		FINANCIAL		SERVICE	
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:		TYPE:	door to door
Unable to Board	X		Revenue	HOURS OF SERVICE:	
Unable to Use	X		Oper. Cost	Weekdays	
Other			\$2,524	Saturday	
ELIGIBILITY COMMITTEE?	no		\$2,524	Sunday	
MEMBERS?			\$1,113	Holidays	
eligibility determined by staff			\$1,411	CALL-INS:	
REGISTRATION REQUIRED?	no		\$1,023	METHODS:	
REGISTRATION CARDS?	no		\$388	Registration	
WAITING LIST?	no		\$610	Reservations	manually
WAITING ON LIST?				Scheduling	
				Dispatching	
NUMBER OF REGISTRANTS:				FARE STRUCTURE:	
Eligible - Wheelchair	139	100%		Cash	Tickets/Cards
- Ambulatory				Adult	Monthly Pass
- Temporary				Child	
Attendants/Companions				Student	
Other (not eligible)				Senior	
TOTAL:	139			Attendant	
				Companion	
				Other	
				OTHER METHODS OF PAYMENT:	
				COMPARISON WITH CONVENTIONAL TRANSIT:	
				Conventional Hours	
				Fare Structure	
HOW OFTEN IS REG. LIST SCREENED?					
COMPANIONS ALLOWED IF SPACE?	yes				
VISITORS ELIGIBLE?	yes				

VEHICLES					EMPLOYEES					
VEHICLE TYPES:					NUMBER OF EMPLOYEES:					
S-Wagon/Sedan	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age	ANNUAL KILOMETRES:		Full Time		Part Time	
Modified Vans					Revenue	650	Operators			
Small Buses					Total	650	Office			
Purpose-Built	1				ANNUAL HOURS:		Mainten.			
Other					Revenue	1,224	Admin.		1	
					Total	1,224	Volun.		1	
TOTAL VEHICLES					TOTAL					2
Ownership: municipality					UNIONS:					
Maintenance: municipality					Specialized					no
					Conventional					no
FLEET DISTRIBUTION:					MAXIMUM WAGE RATES:					Specialized
Peak Day	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12+	Conventional	
Saturday				1	1	1				
Sunday				1	1					
Holidays										
					PAYMENT METHOD:					
					(ie. flat rate, hourly, per km etc.)					
					flat rate per trip					
					PAYMENT VERIFICATION:					
PERFORMANCE INDICATORS					SERVICE UTILIZATION:					
FINANCIAL:					Trips/Hour					0.01
R/C = Op.Revenue/Op.Cost					Kilometres/Hour					0.53
Net Operating Cost/Capita					Average Kilometres/Trip					43.33
Municipal Net Cost/Capita					Trips/Registrant					0.11
Share of Net Cost					Unaccommodated Trip Requests					
- Provincial					Cancellations					
- Municipal					No-Shows					
(incl. donations)										
EFFICIENCY (Dedicated Service Only):										
Cost/Hour										
Cost/Kilometre										
Maintenance Cost/Kilometre										
					VEHICLE UTILIZATION (Dedicated Service Only):					
					Revenue Hours/Vehicle					1,224
					Kilometres/Vehicle					650

Guelph Mobility Service Inc.

SERVICE OPERATED BY: transit commission MUNICIPAL CONTACT: Robert Coghill (519) 822-1811 OPERATIONS CONTACT: Debbie Diebolt/Val Slade (519) 836-9411		SERVICE STARTED IN: August 1977 POPULATION SERVED: 87,000 SERVICE AREA (ha): 6,871 ADVISORY COMMITTEE? yes NUMBER OF MEMBERS: 7																															
REGISTRANTS LOCAL ELIGIBILITY CRITERION: Unable to Board X Unable to Use Other ELIGIBILITY COMMITTEE? no MEMBERS? medical/health professional REGISTRATION REQUIRED? yes REGISTRATION CARDS? no WAITING LIST? no WAITING ON LIST?		FINANCIAL OPERATING COSTS AND REVENUES: <table border="1"> <thead> <tr> <th></th> <th>Oper. Cost</th> <th>Revenue</th> </tr> </thead> <tbody> <tr> <td>Dedicated</td> <td>\$379,340</td> <td></td> </tr> <tr> <td>Non-Dedicated</td> <td>\$58,307</td> <td></td> </tr> <tr> <td>TOTAL:</td> <td>\$437,647</td> <td>\$68,794</td> </tr> </tbody> </table> NET OPERATING COST: Provincial Share n/a Municipal Share n/a Donations \$463			Oper. Cost	Revenue	Dedicated	\$379,340		Non-Dedicated	\$58,307		TOTAL:	\$437,647	\$68,794																		
	Oper. Cost	Revenue																															
Dedicated	\$379,340																																
Non-Dedicated	\$58,307																																
TOTAL:	\$437,647	\$68,794																															
SERVICE TYPE: accessible door HOURS OF SERVICE: Weekdays 0745 to 2315 Saturday 0830 to 2315 Sunday Holidays CALL-INS: no min, no max METHODS: computer assisted Registration computer assisted Reservations computer assisted Scheduling computer assisted Dispatching manually FARE STRUCTURE: <table border="1"> <thead> <tr> <th></th> <th>Cash</th> <th>Tickets/Cards</th> <th>Monthly Pass</th> </tr> </thead> <tbody> <tr> <td>Adult</td> <td>\$1.30</td> <td>\$1.13</td> <td>\$1.10</td> </tr> <tr> <td>Child</td> <td>\$1.30</td> <td>\$1.13</td> <td>\$1.10</td> </tr> <tr> <td>Student</td> <td>\$1.30</td> <td>\$1.13</td> <td>\$1.10</td> </tr> <tr> <td>Senior</td> <td>\$1.30</td> <td>\$1.13</td> <td>\$1.10</td> </tr> <tr> <td>Attendant</td> <td>\$1.30</td> <td>\$1.13</td> <td>\$1.10</td> </tr> <tr> <td>Companion</td> <td>\$1.30</td> <td>\$1.13</td> <td>\$1.10</td> </tr> <tr> <td>Other</td> <td>\$1.30</td> <td>\$1.13</td> <td>\$1.10</td> </tr> </tbody> </table> OTHER METHODS OF PAYMENT: tickets can be purchased for 8 for \$9.00 COMPARISON WITH CONVENTIONAL TRANSIT: Conventional Hours same Fare Structure same			Cash	Tickets/Cards	Monthly Pass	Adult	\$1.30	\$1.13	\$1.10	Child	\$1.30	\$1.13	\$1.10	Student	\$1.30	\$1.13	\$1.10	Senior	\$1.30	\$1.13	\$1.10	Attendant	\$1.30	\$1.13	\$1.10	Companion	\$1.30	\$1.13	\$1.10	Other	\$1.30	\$1.13	\$1.10
	Cash	Tickets/Cards	Monthly Pass																														
Adult	\$1.30	\$1.13	\$1.10																														
Child	\$1.30	\$1.13	\$1.10																														
Student	\$1.30	\$1.13	\$1.10																														
Senior	\$1.30	\$1.13	\$1.10																														
Attendant	\$1.30	\$1.13	\$1.10																														
Companion	\$1.30	\$1.13	\$1.10																														
Other	\$1.30	\$1.13	\$1.10																														
TRIP TYPES: Subscription Prebooked Reservation Demand-Response UNACCOMMODATED TRIP REQUESTS: 8% CANCELLED TRIPS: 5,446 NO-SHOWS: 333		ANNUAL ONE-WAY TRIPS: <table border="1"> <thead> <tr> <th></th> <th>Dedicated</th> <th>Non-Ded.</th> </tr> </thead> <tbody> <tr> <td>Eligible - Wheelchair</td> <td>16,462</td> <td></td> </tr> <tr> <td>- Ambulatory</td> <td>19,147</td> <td></td> </tr> <tr> <td>Attendants/Companions</td> <td>1,947</td> <td></td> </tr> <tr> <td>Other (not eligible)</td> <td></td> <td>11,124</td> </tr> <tr> <td>TOTAL:</td> <td>35,609</td> <td></td> </tr> </tbody> </table> NUMBER OF REGISTRANTS: Eligible - Wheelchair 454 35% - Ambulatory 849 65% - Temporary Attendants/Companions Other (not eligible) TOTAL: 1,303			Dedicated	Non-Ded.	Eligible - Wheelchair	16,462		- Ambulatory	19,147		Attendants/Companions	1,947		Other (not eligible)		11,124	TOTAL:	35,609													
	Dedicated	Non-Ded.																															
Eligible - Wheelchair	16,462																																
- Ambulatory	19,147																																
Attendants/Companions	1,947																																
Other (not eligible)		11,124																															
TOTAL:	35,609																																
HOW OFTEN IS REG. LIST SCREENED? every 4 or 5 years COMPANIONS ALLOWED IF SPACE? yes VISITORS ELIGIBLE? yes																																	

VEHICLES				EMPLOYEES			
VEHICLE TYPES:				NUMBER OF EMPLOYEES:			
S-Wagon/Sedan	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age	Revenue	Full Time	Part Time
Modified Vans	6	5	4	3	161,333	3	3
Small Buses	1	6	6	1	161,888	2	
Purpose-Built					9,302	1	
Other					12,822		
TOTAL VEHICLES	7						
Ownership:	transit commission			TOTAL 6 3			
Maintenance:	transit commission			UNIONS:			
				Specialized ATU Local 1189			
				Conventional ATU Local 1189			
FLEET DISTRIBUTION:				MAXIMUM WAGE RATES:			
Peak Day	6-9	9-11	11-2	2-4	4-6	6-9	9-12
Saturday	3	3	3	4	4	1	1
Sunday	1	1	1	1			
Holidays							
				Specialized \$14.81			
				Conventional \$15.94			
				Maintenance \$19.12			
PERFORMANCE INDICATORS				SERVICE UTILIZATION:			
FINANCIAL:				Trips/Hour			
RC = Op.Revenue/Op.Cost	15.7%			0.0150			
Net Operating Cost/Capita	\$4.24			0.1069			
Municipal Net Cost/Capita				0.5372			
Share of Net Cost				24%			
- Provincial	50%			Unaccommodated Trip Requests			
- Municipal	50%			Cancellations			
(incl. donations)				No-Shows			
				\$10.65			
				\$5.24			
EFFICIENCY (Dedicated Service Only):				VEHICLE UTILIZATION (Dedicated Service Only):			
Cost/Hour	\$40.78			Revenue Hours/Vehicle			
Cost/Kilometre	\$2.35			Kilometres/Vehicle			
Maintenance Cost/Kilometre	\$0.93			2.067			

Halton Hills ActiVan

SERVICE OPERATED BY: private contractor
MUNICIPAL CONTACT: Robert Butrym
(905) 873-2600
OPERATIONS CONTACT: Ted Tyler
(519) 853-1550

SERVICE STARTED IN: May
POPULATION SERVED: 36,800
SERVICE AREA (ha): 28,065
ADVISORY COMMITTEE? yes
NUMBER OF MEMBERS: 7

1981

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board X
Unable to Use X
Other

ELIGIBILITY COMMITTEE?

no

MEMBERS?
administrative staff/advisory committee

REGISTRATION REQUIRED?

yes

REGISTRATION CARDS?

yes

WAITING LIST?

no

WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible - Wheelchair 20 15%
- Ambulatory 110 81%
- Temporary 5 4%
Attendants/Companions
Other (not eligible)
TOTAL: 135

HOW OFTEN IS REG. LIST SCREENED?

every 2 or 3 years

COMPANIONS ALLOWED IF SPACE?

yes

VISITORS ELIGIBLE?

yes

FINANCIAL

OPERATING COSTS AND REVENUES:

Oper. Cost Revenue
Dedicated \$73,399
Non-Dedicated
TOTAL: \$73,399 \$6,305

NET OPERATING COST:

Provincial Share \$67,094
Municipal Share \$38,994
Donations \$28,100
\$1,005

ANNUAL ONE-WAY TRIPS:

Eligible - Wheelchair
- Ambulatory
Attendants/Companions
Other (not eligible)
TOTAL: 5,586

TRIP TYPES:

Subscription 36%
Prebooked 18%
Reservation 45%
Demand-Response 2%

UNACCOMMODATED TRIP REQUESTS:

250

CANCELLED TRIPS:

100

NO-SHOWS:

50

SERVICE

TYPE:

curb to curb

HOURS OF SERVICE:

Weekdays 0800 to 1630
Saturday 1000 to 1300
Sunday
Holidays
min 24 hour, max 7 days

CALL-INS:

manually

METHODS:

manually

manually

manually

manually

FARE STRUCTURE:

Cash Tickets/Cards Monthly Pass

\$1.00

\$1.00

\$1.00

\$1.00

\$1.00

Adult
Child
Student
Senior
Attendant
Companion
Other

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours No Conv. Service
Fare Structure No Conv. Service

Halton Region Pegasus

SERVICE OPERATED BY: private contractor
 MUNICIPAL CONTACT: Joan Kaczmarek
 (416) 825-6000
 OPERATIONS CONTACT: Ted Tyler
 (416) 364-1034

SERVICE STARTED IN: January 1988
 POPULATION SERVED: 313,136
 SERVICE AREA (ha): 300,612
 ADVISORY COMMITTEE? yes
 NUMBER OF MEMBERS: 10

REGISTRANTS		FINANCIAL		SERVICE	
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:		TYPE:	
Unable to Board	X	Dedicated	Oper. Cost	Weekdays	accessible door
Unable to Use		Non-Dedicated	\$90,262	Saturday	0730 to 1730
Other		TOTAL:	\$90,262	Sunday	
ELIGIBILITY COMMITTEE?	yes	NET OPERATING COST:	\$10,567	Holidays	min 24 hours, no max
MEMBERS?	3	Provincial Share	\$79,695	CALL - INS:	
REGISTRATION REQUIRED?	yes	Municipal Share	\$39,847	METHODS:	manually
REGISTRATION CARDS?	no	Donations	\$39,848	Registrations	manually
WAITING LIST?	no	ANNUAL ONE-WAY TRIPS:	Dedicated	Scheduling	manually
WAITING ON LIST?		Eligible - Wheelchair	1,113	Dispatching	manually
		- Ambulatory	1,943	FARE STRUCTURE:	
		Attendants/Companions	56	Cash	Tickets/Cards
NUMBER OF REGISTRANTS:		Other (not eligible)	3,056	Adult	Monthly Pass
Eligible - Wheelchair	123	TOTAL:		Child	\$3.50
- Ambulatory	188	TRIP TYPES:		Student	\$3.50
- Temporary	3	Subscription		Senior	\$3.50
Attendants/Companions		Prebooked		Attendant	\$3.50
Other (not eligible)		Reservation		Companion	\$3.50
TOTAL:	314	Demand-Response		Other	\$3.50
HOW OFTEN IS REG. LIST SCREENED?		UNACCOMMODATED TRIP REQUESTS:		OTHER METHODS OF PAYMENT:	
every 2 or 3 years		CANCELLED TRIPS:		COMPARISON WITH CONVENTIONAL TRANSIT:	
COMPANIONS ALLOWED IF SPACE?	yes	NO-SHOWS:	82	Conventional Hours	No Conv. Service
VISITORS ELIGIBLE?	yes			Fare Structure	No Conv. Service

VEHICLES				EMPLOYEES			
VEHICLE TYPES:				NUMBER OF EMPLOYEES:			
S-Wagon/Sedan	Wheelchair Capacity	Ambulatory Capacity	Average Age	ANNUAL KILOMETRES:		Full Time	
Modified Vans	1	2	4	Revenue	74,139	Operators	2
Small Buses	1	4	5	Total	74,139	Office	3
Purpose-Built		6		ANNUAL HOURS:		Mainten.	2
Other				Revenue	2,576	Admin.	6
				Total	2,576	Volun.	
TOTAL VEHICLES	2			IS NON-DEDICATED SERVICE AVAILABLE?	no	TOTAL	13
Ownership:	municipality			NO. OF OPERATORS:		UNIONS:	
Maintenance:	municipality					Specialized	
						Conventional	
FLEET DISTRIBUTION:				MAXIMUM WAGE RATES:			
Peak Day	6-9	9-11	11-2	4-6	9-12	12+	Specialized
Saturday	2	1	1	2			Conventional
Sunday							
Holidays							
PAYMENT METHOD:				PAYMENT VERIFICATION:			
(ie. flat rate, hourly, per km etc.)							
PERFORMANCE INDICATORS				SERVICE UTILIZATION:			
FINANCIAL:	SERVICE:			Trips/Hour	0.0010	Trips/Hour	1.19
R/C = Op. Revenue/Op. Cost	11.7%	Registrants/Capita	Revenue Vehicle Hours/Capita	Kilometres/Hour	0.0082	Kilometres/Hour	28.78
Net Operating Cost/Capita	\$0.25	Trips/Capita	Trips by Non-Dedicated Service	Average Kilometres/Trip	0.0098	Average Kilometres/Trip	24.26
Municipal Net Cost/Capita	\$0.13			Trips/Registrant		Unaccommodated Trip Requests	9.73
Share of Net Cost	50%			Cancellations		No-Shows	2.68%
- Provincial	50%						
- Municipal							
(incl. donations)							
EFFICIENCY (Dedicated Service Only):	LABOUR PRODUCTIVITY:			VEHICLE UTILIZATION (Dedicated Service Only):			
Cost/Hour	\$35.04	Hours/Operator		Revenue Hours/Vehicle	1,288	Kilometres/Vehicle	37,070
Cost/Kilometre	\$1.22						
Maintenance Cost/Kilometre	\$0.29						

[illegible]

[illegible]

Ingersoll Ingersoll Paratransit

SERVICE OPERATED BY: municipality
MUNICIPAL CONTACT: Edward Hunt
OPERATIONS CONTACT: Florence Hutson
SERVICE STARTED IN: April 1992
POPULATION SERVED: 9,378
SERVICE AREA (ha): 1,239
ADVISORY COMMITTEE? yes
NUMBER OF MEMBERS: 10

REGISTRANTS		FINANCIAL		SERVICE	
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:		TYPE:	door to door
Unable to Board	X	Dedicated	Oper. Cost	HOURS OF SERVICE:	Weekdays
Unable to Use		Non-Dedicated	\$37,834		Saturday
Other		TOTAL:	\$10,597		Sunday
ELIGIBILITY COMMITTEE?	yes		\$48,431		Holidays
MEMBERS?	3	NET OPERATING COST:		CALL-INS:	min 2 hours, max 1 day
REGISTRATION REQUIRED?	yes	Provincial Share	\$44,779	METHODS:	computer assisted
REGISTRATION CARDS?	yes	Municipal Share		Registration	manually
WAITING LIST?	no	Donations		Reservations	manually
WAITING ON LIST?				Scheduling	manually
				Dispatching	
NUMBER OF REGISTRANTS:		ANNUAL ONE-WAY TRIPS:	Non-Ded.	FARE STRUCTURE:	
Eligible - Wheelchair	53	Eligible - Wheelchair	336	Cash	Tickets/Cards
- Ambulatory	94	- Ambulatory	2,936	Adult	\$1.00
- Temporary		Attendants/Companions	156	Child	\$1.00
Attendants/Companions	36%	Other (not eligible)	40	Student	\$1.00
Other (not eligible)	64%	TOTAL:	336	Senior	\$1.00
TOTAL:	147			Attendant	
		TRIP TYPES:		Companion	
		Subscription		Other	
		Prebooked		OTHER METHODS OF PAYMENT:	
		Reservation		COMPARISON WITH CONVENTIONAL TRANSIT:	
HOW OFTEN IS REG. LIST SCREENED?		Demand-Response		Conventional Hours	
every time there is a new applicant approved/JUNACCOMMODATED TRIP REQUESTS:				No Conv. Service	
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:	137	Fare Structure	
VISITORS ELIGIBLE?	yes	NO-SHOWS:	9		

VEHICLES				EMPLOYEES			
VEHICLE TYPES: S-Wagon/Sedan Modified Vans Small Buses Purpose-Built Other TOTAL VEHICLES				NUMBER OF EMPLOYEES: <u>Full Time</u> Operators Office Mainten. Admin. Volun. TOTAL			
Ownership: contracted operator Maintenance: contracted operator				UNIONS: Specialized Conventional			
FLEET DISTRIBUTION: 6-9 9-11 11-2 2-4 4-6 6-9 9-12 12+ Peak Day Saturday Sunday Holidays				MAXIMUM WAGE RATES: <u>Specialized</u> <u>Conventional</u>			
ANNUAL KILOMETRES: Revenue Total ANNUAL HOURS: Revenue Total IS NON-DEDICATED SERVICE AVAILABLE? yes				VEHICLE UTILIZATION (Dedicated Service Only): Revenue Hours/Vehicle Kilometres/Vehicle			
NO. OF OPERATORS: 1 PAYMENT METHOD: (ie. flat rate, hourly, per km etc.) flat rate per trip PAYMENT VERIFICATION:				VEHICLE UTILIZATION (Dedicated Service Only): Revenue Hours/Vehicle Kilometres/Vehicle			
PERFORMANCE INDICATORS				VEHICLE UTILIZATION (Dedicated Service Only): Revenue Hours/Vehicle Kilometres/Vehicle			
FINANCIAL: RC = Op.Revenue/Op.Cost Net Operating Cost/Capita Municipal Net Cost/Capita Share of Net Cost - Provincial - Municipal (incl. donations)				SERVICE UTILIZATION: Trips/Hour Kilometres/Hour Average Kilometres/Trip Trips/Registrant Unaccommodated Trip Requests Cancellations No-Shows			
EFFICIENCY (Dedicated Service Only): Cost/Hour Cost/Kilometre Maintenance Cost/Kilometre				0.0157 0.3489 90% \$112.60 \$3.61			

**Kapuskasing
Handi-Trans Service
No Data Received**

SERVICE OPERATED BY:
MUNICIPAL CONTACT:
OPERATIONS CONTACT:

SERVICE STARTED IN:
POPULATION SERVED:
SERVICE AREA (ha):
ADVISORY COMMITTEE?
NUMBER OF MEMBERS:

REGISTRANTS	FINANCIAL	SERVICE
LOCAL ELIGIBILITY CRITERION: Unable to Board Unable to Use Other	OPERATING COSTS AND REVENUES: Dedicated Non-Dedicated TOTAL: NET OPERATING COST: Provincial Share Municipal Share Donations	TYPE: HOURS OF SERVICE: Weekdays Saturday Sunday Holidays CALL-INS: METHODS: Registration Reservations Scheduling Dispatching FARE STRUCTURE: Cash Tickets/Cards Monthly Pass
ELIGIBILITY COMMITTEE? MEMBERS?		Adult Child Student Senior Attendant Companion Other
REGISTRATION REQUIRED? REGISTRATION CARDS? WAITING LIST? WAITING ON LIST?	ANNUAL ONE-WAY TRIPS: Eligible - Wheelchair - Ambulatory Attendants/Companions Other (not eligible) TOTAL:	OTHER METHODS OF PAYMENT: COMPARISON WITH CONVENTIONAL TRANSIT: Conventional Hours Fare Structure
NUMBER OF REGISTRANTS: Eligible - Wheelchair - Ambulatory - Temporary Attendants/Companions Other (not eligible) TOTAL:	TRIP TYPES: Subscription Prebooked Reservation Demand-Response UNACCOMMODATED TRIP REQUESTS: CANCELLED TRIPS: NO-SHOWS:	
HOW OFTEN IS REG. LIST SCREENED?		
COMPANIONS ALLOWED IF SPACE? VISITORS ELIGIBLE?		

VEHICLES				EMPLOYEES			
VEHICLE TYPES:				NUMBER OF EMPLOYEES:			
S-Wagon/Sedan				<u>Full Time</u>			
Modified Vans				Operators			
Small Buses				Office			
Purpose-Built				Mainten.			
Other				Admin.			
TOTAL VEHICLES				Volun.			
				TOTAL			
Ownership:				UNIONS:			
Maintenance:				Specialized			
				Conventional			
FLEET DISTRIBUTION:				MAXIMUM WAGE RATES:			
6-9				<u>Specialized</u>			
9-11				Operators			
11-2				Maintenance			
2-4							
4-6							
6-9							
9-12							
12 +							
Peak Day				CONVENTIONAL			
Saturday							
Sunday							
Holidays							
PERFORMANCE INDICATORS							
FINANCIAL:				SERVICE UTILIZATION:			
R/C = Op.Revenue/Op.Cost				Trips/Hour			
Net Operating Cost/Capita				Kilometres/Hour			
Municipal Net Cost/Capita				Average Kilometres/Trip			
Share of Net Cost				Trips/Registrant			
- Provincial				Unaccommodated Trip Requests			
- Municipal				Cancellations			
(incl. donations)				No-Shows			
EFFICIENCY (Dedicated Service Only):				VEHICLE UTILIZATION (Dedicated Service Only):			
Cost/Hour				Revenue Hours/Vehicle			
Cost/Kilometre				Kilometres/Vehicle			
Maintenance Cost/Kilometre							

Kenora Tri-Municipal Transit Service

SERVICE OPERATED BY: non-profit organization
 MUNICIPAL CONTACT: Karen Brown
 OPERATIONS CONTACT: Karen Brown
 SERVICE STARTED IN: June 1980
 POPULATION SERVED: 15,000
 SERVICE AREA (ha): 23,883
 ADVISORY COMMITTEE?
 NUMBER OF MEMBERS:

REGISTRANTS		FINANCIAL		SERVICE	
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:		TYPE:	
Unable to Board		Dedicated	Oper. Cost	HOURS OF SERVICE:	
Unable to Use		Non-Dedicated	\$72,317	Weekdays	
Other		TOTAL:	\$632	Saturday	
ELIGIBILITY COMMITTEE?			\$72,949	Sunday	
MEMBERS?		NET OPERATING COST:	\$10,681	Holidays	
REGISTRATION REQUIRED?	yes	Provincial Share	\$62,258	CALL-INS:	
REGISTRATION CARDS?	no	Municipal Share	\$45,074	METHODS:	
WAITING LIST?	no	Donations	\$17,194	Registration	
WAITING ON LIST?			\$5,125	Reservations	
NUMBER OF REGISTRANTS:		ANNUAL ONE-WAY TRIPS:		Scheduling	
Eligible - Wheelchair		Eligible - Wheelchair	Dedicated	Dispatching	
- Ambulatory		- Ambulatory	8,300	FARE STRUCTURE:	
- Temporary		Attendants/Companions		Cash	
Attendants/Companions		Other (not eligible)		Tickets/Cards	
Other (not eligible)		TOTAL:	8,300	Monthly Pass	
TOTAL:		TRIP TYPES:			
		Subscription			
		Prebooked			
		Reservation			
		Demand-Response			
HOW OFTEN IS REG. LIST SCREENED?		UNACCOMMODATED TRIP REQUESTS:		OTHER METHODS OF PAYMENT:	
COMPANIONS ALLOWED IF SPACE?		CANCELLED TRIPS:		Adult	
VISITORS ELIGIBLE?		NO-SHOWS:		Child	
				Student	
				Senior	
				Attendant	
				Companion	
				Other	
				COMPARISON WITH CONVENTIONAL TRANSIT:	
				Conventional Hours	
				Fare Structure	same

VEHICLES										EMPLOYEES									
VEHICLE TYPES:										ANNUAL KILOMETRES:					NUMBER OF EMPLOYEES:				
S-Wagon/Sedan										Revenue					20,000				
Modified Vans										Total					20,000				
Small Buses										ANNUAL HOURS:					Operators				
Purpose-Built										Revenue					Office				
Other										Total					Mainten.				
TOTAL VEHICLES										IS NON-DEDICATED SERVICE AVAILABLE?					Admin.				
1										yes					Volun.				
Ownership: transit commission										NO. OF OPERATORS:					TOTAL				
Maintenance:										2					1				
FLEET DISTRIBUTION:										PAYMENT METHOD:					UNIONS:				
6-9 9-11 11-2 2-4 4-6 6-9 9-12 12+										(ie. flat rate, hourly, per km etc.)					Specialized				
Peak Day										meter rate					Conventional				
1 1 1 1 1 1 1 1																			
Saturday																			
1 1 1 1 1 1 1 1																			
Sunday																			
1 1 1 1 1 1 1 1																			
Holidays																			
1 1 1 1 1 1 1 1																			
PERFORMANCE INDICATORS															MAXIMUM WAGE RATES:				
FINANCIAL:															Specialized				
RC = Op. Revenue/Op. Cost															\$12.82				
Net Operating Cost/Capita															Maintenance				
Municipal Net Cost/Capita															\$17.34				
Share of Net Cost																			
- Provincial																			
- Municipal																			
(incl. donations)																			
EFFICIENCY (Dedicated Service Only):															SERVICE UTILIZATION:				
Cost/Hour															Trips/Hour				
Cost/Kilometre															Kilometres/Hour				
Maintenance Cost/Kilometre															Average Kilometres/Trip				
															Trips/Registrant				
															Unaccommodated Trip Requests				
															Cancellations				
															No-Shows				
															VEHICLE UTILIZATION (Dedicated Service Only):				
															Revenue Hours/Vehicle				
															Kilometres/Vehicle				

Kingston Access Bus

SERVICE OPERATED BY: non-profit organization
 MUNICIPAL CONTACT: R.K. Fiebig
 (613) 546-4291
 OPERATIONS CONTACT: Lou Carpentier
 (613) 542-2512

SERVICE STARTED IN: September 1967
 POPULATION SERVED: 89,000
 SERVICE AREA (ha): 7,072
 ADVISORY COMMITTEE? yes
 NUMBER OF MEMBERS: 7

REGISTRANTS		FINANCIAL		SERVICE	
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:		TYPE:	
Unable to Board		Oper. Cost	Revenue	HOURS OF SERVICE:	
Unable to Use		\$989,621		Weekdays	
Other	X	\$15,203		Saturday	
		TOTAL:	\$1,004,824	Sunday	
			\$230,870	Holidays	
ELIGIBILITY COMMITTEE?	no	NET OPERATING COST:		CALL-INS:	
MEMBERS?		Provincial Share		\$773,954	
medical/health professional		Municipal Share		\$586,981	
		Donations		\$304,367	
REGISTRATION REQUIRED?	yes			\$25,473	
REGISTRATION CARDS?	no			METHODS:	
WAITING LIST?	no			Registration	
				Reservations	
				Scheduling	
				Dispatching	
WAITING ON LIST?				FARE STRUCTURE:	
		ANNUAL ONE-WAY TRIPS:		Cash	
		Eligible - Wheelchair		Adult	
		- Ambulatory		Child	
		Attendants/Companions		Student	
		Other (not eligible)		Senior	
		TOTAL:		Attendant	
				Companion	
				Other	
				Monthly Pass	
				Tickets/Cards	
				Adult	
				Child	
				Student	
				Senior	
				Attendant	
				Companion	
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				Attendant	
				Companion	
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				Monthly Pass	
				Tickets/Cards	

VEHICLES				EMPLOYEES			
VEHICLE TYPES:				ANNUAL KILOMETRES:			
S-Wagon/Sedan	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age	Revenue Total	320,217 394,057	
Modified Vans	11	6	3	4	ANNUAL HOURS:		
Small Buses	9	6	4	3	Revenue	28,750	Part Time
Purpose-Built					Total	30,892	7
Other							2
TOTAL VEHICLES 20				IS NON-DEDICATED SERVICE AVAILABLE? yes			
Ownership: non-profit organiz				NO. OF OPERATORS: 2			
Maintenance: contracted out				UNIONS: CBRT & GW Local 291 Conventional CBRT & GW Local 291			
FLEET DISTRIBUTION:				MAXIMUM WAGE RATES:			
Peak Day	6-9 12	9-11 12	11-2 8	2-4 13	4-6 13	9-12 3	12+ 1
Saturday	3	3	3	3	3	2	1
Sunday	3	3	3	3	3	2	1
Holidays	3	3	3	3	3	3	
PAYMENT METHOD: (ie. flat rate, hourly, per km etc.) flat rate/meter rate				PAYMENT VERIFICATION: receipts			
OPERATORS: Specialized Conventional				Specialized \$13.08 Conventional \$16.84 Maintenance \$17.75			
PERFORMANCE INDICATORS				SERVICE UTILIZATION:			
FINANCIAL:				Trips/Hour			
R/C = Op.Revenue/Op.Cost	23.0%			0.0183			
Net Operating Cost/Capita	\$8.70			0.3230			
Municipal Net Cost/Capita	\$3.42			0.8774			
Share of Net Cost				5%			
- Provincial	75%			Trips/Registrant			
- Municipal	25%			Unaccommodated Trip Requests			
(incl. donations)				Cancellations			
				No-Shows			
				\$13.33			
				\$3.93			
EFFICIENCY (Dedicated Service Only):				VEHICLE UTILIZATION (Dedicated Service Only):			
Cost/Hour	\$34.42			Revenue Hours/Vehicle			
Cost/Kilometre	\$3.09			Kilometres/Vehicle			
Maintenance Cost/Kilometre	\$0.23			1,742			
				1,438			
				16,011			

Kitchener-Waterloo Project Lift Inc.

SERVICE OPERATED BY: non-profit organization
 MUNICIPAL CONTACT: Roger Freeborn
 (519) 741-2250
 OPERATIONS CONTACT: Dave Smith
 (519) 744-5150

SERVICE STARTED IN: October 1973
 POPULATION SERVED: 249,795
 SERVICE AREA (ha): 14,000
 ADVISORY COMMITTEE? yes
 NUMBER OF MEMBERS: 21

REGISTRANTS		FINANCIAL		SERVICE	
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:		TYPE:	
Unable to Board	X	Dedicated	Oper. Cost	HOURS OF SERVICE:	accessible door
Unable to Use		Non-Dedicated	\$1,714,181	Weekdays	0700 to 0100
Other		TOTAL:	\$323,022	Saturday	0830 to 0100
ELIGIBILITY COMMITTEE?	yes		\$2,037,203	Sunday	0900 to 2330
MEMBERS?	4	NET OPERATING COST:		Holidays	0900 to 0100
REGISTRATION REQUIRED?	yes	Provincial Share	\$1,868,697	CALL-INS:	min 2 hours, max 7 days
REGISTRATION CARDS?	no	Municipal Share	\$961,550	METHODS:	computer assisted
WAITING LIST?	no	Donations	\$907,147	Registrations	computer assisted
WAITING ON LIST?			\$28,514	Scheduling	computer assisted
NUMBER OF REGISTRANTS:		ANNUAL ONE-WAY TRIPS:		Dispatching	
Eligible - Wheelchair	2,700	Eligible - Wheelchair	Dedicated	FARE STRUCTURE:	
- Ambulatory	1,800	- Ambulatory	68,015	Cash	Tickets/Cards
- Temporary	500	Attendants/Companions	12,361	Adult	10\$/13.00
Attendants/Companions		Other (not eligible)	6,965	Child	10\$/13.00
Other (not eligible)		TOTAL:	80,376	Student	10\$/13.00
TOTAL:	5,000	TRIP TYPES:		Senior	10\$/13.00
		Subscription		Attendant	10\$/13.00
		Prebooked		Companion	10\$/13.00
		Reservation		Other	10\$/13.00
		Demand-Response		OTHER METHODS OF PAYMENT:	
HOW OFTEN IS REG. LIST SCREENED?	annually	UNACCOMMODATED TRIP REQUESTS:		COMPARISON WITH CONVENTIONAL TRANSIT:	
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:		Conventional Hours	longer
VISITORS ELIGIBLE?	yes	NO-SHOWS:		Fare Structure	same

VEHICLES				EMPLOYEES			
VEHICLE TYPES:		ANNUAL KILOMETRES:		NUMBER OF EMPLOYEES:		Part Time	
S-Wagon/Sedan	Number	Ambulatory Capacity	Average Age	Revenue Total	Full Time	1	
Modified Vans	14	4	2.9	ANNUAL HOURS:	22		
Small Buses				Revenue	6		
Purpose-Built				Total	1		
Other				IS NON-DEDICATED SERVICE AVAILABLE?	Volun.		
TOTAL VEHICLES	14			yes	TOTAL	29	1
Ownership:	municipality			NO. OF OPERATORS:	UNIONS:		
Maintenance:	municipality				Specialized		
					Conventional	CBRT 304	
FLEET DISTRIBUTION:				MAXIMUM WAGE RATES:			
	6-9	9-11	11-2	4-6	6-9	9-12	12+
Peak Day	10	11	12	12	5	3	1
Saturday	3	4	6	6	4	2	1
Sunday		6	6	5	4	2	1
Holidays	3	3	3	3	3	3	1
				PAYMENT METHOD:			
				(ie. flat rate, hourly, per km etc.)			
				meter rate			
				PAYMENT VERIFICATION:			
				bill verified and signed			
PERFORMANCE INDICATORS				SERVICE UTILIZATION:			
FINANCIAL:				Trips/Hour			
R/C = Op. Revenue/Op. Cost	8.3%			0.0200			
Net Operating Cost/Capita	\$7.48			0.1342			
Municipal Net Cost/Capita	\$3.63			0.4976			
Share of Net Cost	51%			35%			
- Provincial	49%			Unaccommodated Trip Requests			
- Municipal				Cancellations			
(incl. donations)				No-Shows			
				\$21.33			
				\$7.36			
EFFICIENCY (Dedicated Service Only):				VEHICLE UTILIZATION (Dedicated Service Only):			
Cost/Hour	\$51.16			Revenue Hours/Vehicle			
Cost/Kilometre	\$2.49			Kilometres/Vehicle			
Maintenance Cost/Kilometre	\$0.37			1,489			

Lindsay Limo

SERVICE OPERATED BY: private contractor MUNICIPAL CONTACT: J.B Luloff (705) 324-6171 OPERATIONS CONTACT: Rod Boston (705) 324-0211		SERVICE STARTED IN: January 1984 POPULATION SERVED: 17,500 SERVICE AREA (ha): 1,540 ADVISORY COMMITTEE? yes NUMBER OF MEMBERS: 18																									
REGISTRANTS LOCAL ELIGIBILITY CRITERION: Unable to Board X Unable to Use Other ELIGIBILITY COMMITTEE? yes MEMBERS? 18 REGISTRATION REQUIRED? yes REGISTRATION CARDS? yes WAITING LIST? no WAITING ON LIST?		FINANCIAL OPERATING COSTS AND REVENUES: <table border="1"> <tr> <td>Dedicated</td> <td><u>Oper. Cost</u></td> <td><u>Revenue</u></td> </tr> <tr> <td>Non-Dedicated</td> <td>\$101,124</td> <td></td> </tr> <tr> <td>TOTAL:</td> <td>\$101,124</td> <td>\$9,980</td> </tr> </table> NET OPERATING COST: Provincial Share \$91,144 Municipal Share \$59,087 Donations \$32,057		Dedicated	<u>Oper. Cost</u>	<u>Revenue</u>	Non-Dedicated	\$101,124		TOTAL:	\$101,124	\$9,980															
Dedicated	<u>Oper. Cost</u>	<u>Revenue</u>																									
Non-Dedicated	\$101,124																										
TOTAL:	\$101,124	\$9,980																									
NUMBER OF REGISTRANTS: Eligible - Wheelchair 245 57% - Ambulatory 110 25% - Temporary 78 18% Attendants/Companions Other (not eligible) TOTAL: 433		FARE STRUCTURE: <table border="1"> <tr> <td>Cash</td> <td><u>Tickets/Cards</u></td> <td><u>Monthly Pass</u></td> </tr> <tr> <td>Adult</td> <td>\$1.10</td> <td>\$0.95</td> </tr> <tr> <td>Child</td> <td>\$0.75</td> <td></td> </tr> <tr> <td>Student</td> <td></td> <td></td> </tr> <tr> <td>Senior</td> <td></td> <td></td> </tr> <tr> <td>Attendant</td> <td></td> <td></td> </tr> <tr> <td>Companion</td> <td></td> <td></td> </tr> <tr> <td>Other</td> <td></td> <td></td> </tr> </table>		Cash	<u>Tickets/Cards</u>	<u>Monthly Pass</u>	Adult	\$1.10	\$0.95	Child	\$0.75		Student			Senior			Attendant			Companion			Other		
Cash	<u>Tickets/Cards</u>	<u>Monthly Pass</u>																									
Adult	\$1.10	\$0.95																									
Child	\$0.75																										
Student																											
Senior																											
Attendant																											
Companion																											
Other																											
HOW OFTEN IS REG. LIST SCREENED? annually COMPANIONS ALLOWED IF SPACE? yes VISITORS ELIGIBLE? yes		OTHER METHODS OF PAYMENT: COMPARISON WITH CONVENTIONAL TRANSIT: Conventional Hours same Fare Structure different by a \$1.10.																									
TYPE: accessible door/door to door HOURS OF SERVICE: Weekdays 0800 to 1700 Saturday 1000 to 1600 Sunday Holidays CALL-INS: Minimum 24 hours, maximum 60 day METHODS: manually Registration manually Reservations manually Scheduling manually Dispatching manually		NUMBER OF MEMBERS: 18																									

VEHICLES										EMPLOYEES									
VEHICLE TYPES:										NUMBER OF EMPLOYEES:									
S-Wagon/Sedan										Full Time									
Modified Vans										Part Time									
Small Buses										Operators									
Purpose-Built										Office									
Other										Mainten.									
TOTAL VEHICLES										Admin.									
Ownership: municipality										Volun.									
Maintenance: contracted operator										TOTAL									
FLEET DISTRIBUTION:										UNIONS:									
6-9 9-11 11-2 2-4 4-6 6-9 9-12 12+										Specialized									
Peak Day 1 1 2 2 1										Conventional									
Saturday 1 1 1										C.B.R.T/G.W. Local 307									
Sunday										MAXIMUM WAGE RATES:									
Holidays										Specialized									
PAYMENT VERIFICATION:										Operators									
6-9 9-11 11-2 2-4 4-6 6-9 9-12 12+										Maintenance									
1 1 2 2 1										\$11.50									
1 1 1										\$16.30									
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Listowel

No Data Received

SERVICE OPERATED BY:
MUNICIPAL CONTACT:
OPERATIONS CONTACT:

SERVICE STARTED IN:
POPULATION SERVED:
SERVICE AREA (ha):
ADVISORY COMMITTEE?
NUMBER OF MEMBERS:

REGISTRANTS	FINANCIAL	SERVICE
LOCAL ELIGIBILITY CRITERION: Unable to Board Unable to Use Other	OPERATING COSTS AND REVENUES: Dedicated <u>Revenue</u> Non-Dedicated TOTAL:	TYPE: HOURS OF SERVICE: Weekdays Saturday Sunday Holidays CALL-INS: METHODS: Registrations Reservations Scheduling Dispatching FARE STRUCTURE:
ELIGIBILITY COMMITTEE? MEMBERS?	NET OPERATING COST: Provincial Share Municipal Share Donations	Cash <u>Tickets/Cards</u> <u>Monthly Pass</u> Adult Child Student Senior Attendant Companion Other
REGISTRATION REQUIRED? REGISTRATION CARDS? WAITING LIST? WAITING ON LIST?	ANNUAL ONE-WAY TRIPS: Eligible - Wheelchair - Ambulatory Attendants/Companions Other (not eligible) TOTAL:	OTHER METHODS OF PAYMENT: COMPARISON WITH CONVENTIONAL TRANSIT: Conventional Hours Fare Structure
NUMBER OF REGISTRANTS: Eligible - Wheelchair - Ambulatory - Temporary Attendants/Companions Other (not eligible) TOTAL:	TRIP TYPES: Subscription Prebooked Reservation Demand-Response UNACCOMMODATED TRIP REQUESTS: CANCELLED TRIPS: NO-SHOWS:	
HOW OFTEN IS REG. LIST SCREENED? COMPANIONS ALLOWED IF SPACE? VISITORS ELIGIBLE?		

VEHICLES				EMPLOYEES				
VEHICLE TYPES: S-Wagon/Sedan Modified Vans Small Buses Purpose-Built Other TOTAL VEHICLES				Wheelchair <u>Capacity</u>	Ambulatory <u>Capacity</u>	Average <u>Age</u>	ANNUAL KILOMETRES: Revenue Total ANNUAL HOURS: Revenue Total IS NON-DEDICATED SERVICE AVAILABLE?	NUMBER OF EMPLOYEES: <u>Full Time</u> <u>Part Time</u> Operators Office Mainten. Admin. Volun. TOTAL
Ownership: Maintenance:				UNIONS: Specialized Conventional MAXIMUM WAGE RATES: <u>Specialized</u> <u>Conventional</u> Operators Maintenance				
FLEET DISTRIBUTION: 6-9 9-11 11-2 2-4 4-6 6-9 9-12 12 + Peak Day Saturday Sunday Holidays				PAYMENT METHOD: (ie. flat rate, hourly, per km etc.) PAYMENT VERIFICATION:				
PERFORMANCE INDICATORS				SERVICE UTILIZATION: Trips/Hour Kilometres/Hour Average Kilometres/Trip Trips/Registrant Unaccommodated Trip Requests Cancellations No-Shows VEHICLE UTILIZATION (Dedicated Service Only): Revenue Hours/Vehicle Kilometres/Vehicle				
FINANCIAL: R/C = Op.Revenue/Op.Cost Net Operating Cost/Capita Municipal Net Cost/Capita Share of Net Cost - Provincial - Municipal (incl. donations) EFFICIENCY (Dedicated Service Only): Cost/Hour Cost/Kilometre Maintenance Cost/Kilometre				SERVICE: Registrants/Capita Revenue Vehicle Hours/Capita Trips/Capita Trips by Non-Dedicated Service EFFECTIVENESS: Cost/Trip - Dedicated - Non-Dedicated LABOUR PRODUCTIVITY: Hours/Operator				

London Paratransit Service

SERVICE OPERATED BY: private contractor
MUNICIPAL CONTACT: Tim Dupee
(519) 451-1340
OPERATIONS CONTACT: Perry Ferguson
(519) 455-4579

SERVICE STARTED IN: November 1977
POPULATION SERVED: 300,000
SERVICE AREA (ha): 18,138
ADVISORY COMMITTEE? yes
NUMBER OF MEMBERS: 8

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board
Unable to Use
Other

ELIGIBILITY COMMITTEE?
MEMBERS?

administrative staff

REGISTRATION REQUIRED?

REGISTRATION CARDS?

WAITING LIST?

WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible - Wheelchair

- Ambulatory

- Temporary

Attendants/Companions

Other (not eligible)

TOTAL:

HOW OFTEN IS REG. LIST SCREENED?

every 2 or 3 years

COMPANIONS ALLOWED IF SPACE?

VISITORS ELIGIBLE?

no

yes

yes

no

1,200

1,900

100

38%

59%

3%

3,200

FINANCIAL

OPERATING COSTS AND REVENUES:

Dedicated

Non-Dedicated

TOTAL:

NET OPERATING COST:

Provincial Share

Municipal Share

Donations

Oper. Cost

\$1,472,900

\$1,472,900

\$174,500

\$1,298,400

\$869,800

\$428,600

Revenue

SERVICE

TYPE:

Weekdays

Saturday

Sunday

Holidays

CALL-INS:

METHODS:

Registration

Reservations

Scheduling

Dispatching

FARE STRUCTURE:

Cash

Tickets/Cards

Monthly Pass

Adult

Child

Student

Senior

Attendant

Companion

Other

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours

Fare Structure

curb to curb

0700 to 2400

0830 to 2400

0830 to 2400

0830 to 2400

min 1/2 hour, max 7 days

computer assisted

computer assisted

manually

manually

10\$/13.00

\$1.30

\$1.30

\$1.30

\$1.30

\$1.30

\$1.30

\$1.30

\$1.30

\$1.30

\$1.30

same

shorter

same

3,688

31,170

671

0%

55%

10%

35%

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31,170

VEHICLES										EMPLOYEES																							
VEHICLE TYPES:		Number	Wheelchair Capacity	Ambulatory Capacity	Average Age	ANNUAL KILOMETRES:				NUMBER OF EMPLOYEES:		Full Time	Part Time																				
S-Wagon/Sedan		4		3	2	Revenue				Operators		21	20																				
Modified Vans						Total				Office		6	5																				
Small Buses						ANNUAL HOURS:				Mainten.																							
Purpose-Built		17	4	3	2	Revenue				Admin.		3	1																				
Other						Total				Volun.																							
TOTAL VEHICLES		21				IS NON-DEDICATED SERVICE AVAILABLE? no				TOTAL		30	26																				
Ownership:		contracted operator								UNIONS:																							
Maintenance:		operator								Specialized		ATU Local 741																					
										Conventional		ATU Local 741																					
FLEET DISTRIBUTION:										MAXIMUM WAGE RATES:																							
		6-9	9-11	11-2	2-4	4-6	6-9	9-12	12 +	PAYMENT METHOD:		(ie. flat rate, hourly, per km etc.)																					
Peak Day		20	15	15	20	15	5	5		flat rate per trip																							
Saturday		5	5	5	4	4	4	4		PAYMENT VERIFICATION:																							
Sunday		5	5	5	4	4	4	4																									
Holidays		4	4	4	3	3	3	3																									
PERFORMANCE INDICATORS										OPERATORS																							
FINANCIAL:										SERVICE UTILIZATION:																							
R/C = Op. Revenue/Op. Cost		11.8%								Trips/Hour		0.0107																					
Net Operating Cost/Capita		\$4.33								Kilometres/Hour		0.2162																					
Municipal Net Cost/Capita		\$1.43								Average Kilometres/Trip		0.4147																					
Share of Net Cost										Trips/Registrant		38.88																					
- Provincial		67%								Unaccommodated Trip Requests		0.54%																					
- Municipal		33%								Cancellations		25.06%																					
(incl. donations)										No-Shows		\$11.84																					
EFFICIENCY (Dedicated Service Only):										VEHICLE UTILIZATION (Dedicated Service Only):																							
Cost/Hour		\$22.71								Revenue Hours/Vehicle		3,089																					
Cost/Kilometre		\$20.39								Kilometres/Vehicle		2,093																					
Maintenance Cost/Kilometre																																	

Manitouwadge Handi Transit

SERVICE OPERATED BY: non-profit organization

SERVICE STARTED IN: October 1990

MUNICIPAL CONTACT:

Ken Tantiwa

4,700

POPULATION SERVED:

(807) 826-3227

SERVICE AREA (ha):

37,297

OPERATIONS CONTACT:

Carol Baye

ADVISORY COMMITTEE?

yes

NUMBER OF MEMBERS: 7

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board

X

Unable to Use

X

Other

ELIGIBILITY COMMITTEE?

no

MEMBERS?

advisory committee

REGISTRATION REQUIRED?

yes

REGISTRATION CARDS?

no

WAITING LIST?

no

WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible - Wheelchair

8

- Ambulatory

4%

- Temporary

33%

Attendants/Companions

24

Other (not eligible)

13%

TOTAL:

96

50%

192

HOW OFTEN IS REG. LIST SCREENED?

every 2 or 3 years

COMPANIONS ALLOWED IF SPACE?

yes

VISITORS ELIGIBLE?

yes

FINANCIAL

OPERATING COSTS AND REVENUES:

Dedicated

Oper. Cost

Revenue

Non-Dedicated

\$36,315

\$36,315

TOTAL:

\$36,315

\$4,700

NET OPERATING COST:

Provincial Share

\$31,615

Municipal Share

\$15,806

Donations

\$15,806

ANNUAL ONE-WAY TRIPS:

Eligible - Wheelchair

Dedicated

Non-Ded.

- Ambulatory

633

759

Attendants/Companions

326

Other (not eligible)

1,392

TOTAL:

1,392

TRIP TYPES:

Subscription

15%

Prebooked

31%

Reservation

31%

Demand-Response

23%

UNACCOMMODATED TRIP REQUESTS:

CANCELLED TRIPS:

NO-SHOWS:

SERVICE

TYPE:

door to door

HOURS OF SERVICE:

Weekdays

0800 to 1700

Saturday

Sunday

Holidays

1 hour min, no max

CALL-INS:

METHODS:

Registration

Reservations

Scheduling

Dispatching

FARE STRUCTURE:

Cash

Tickets/Cards

Monthly Pass

Adult

Child

Student

Senior

Attendant

Companion

Other

OTHER METHODS OF PAYMENT:

School Board \$3.70/per trip

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours

Fare Structure

No Conv. Service

No Conv. Service

VEHICLES										EMPLOYEES									
VEHICLE TYPES:										NUMBER OF EMPLOYEES:									
S-Wagon/Sedan										Full Time									
Modified Vans										Part Time									
Small Buses										1									
Purpose-Built										1									
Other										1									
TOTAL VEHICLES										TOTAL									
Ownership: non-profit organiz										UNIONS:									
Maintenance: operator										Specialized no									
										Conventional no									
FLEET DISTRIBUTION:										MAXIMUM WAGE RATES:									
6-9 9-11 11-2 2-4 4-6 6-9 9-12 12+										Specialized									
Peak Day 1 1 1 1 1 1										\$9.11									
Saturday										Specialized									
Sunday										Conventional									
Holidays										Maintenance									
PAYMENT VERIFICATION:																			
PERFORMANCE INDICATORS																			
FINANCIAL:										SERVICE UTILIZATION:									
RC = Op.Revenue/Op.Cost										Trips/Hour									
Net Operating Cost/Capita										Kilometres/Hour									
Municipal Net Cost/Capita										Average Kilometres/Trip									
Share of Net Cost										Trips/Registrant									
- Provincial										Unaccommodated Trip Requests									
- Municipal										Cancellations									
(incl. donations)										No-Shows									
EFFICIENCY (Dedicated Service Only):										VEHICLE UTILIZATION (Dedicated Service Only):									
Cost/Hour										Revenue Hours/Vehicle									
Cost/Kilometre										Kilometres/Vehicle									
Maintenance Cost/Kilometre																			

Meaford Rotary Handi Van

SERVICE OPERATED BY: private contractor MUNICIPAL CONTACT: G. Shaw (519) 538-1060 OPERATIONS CONTACT: P. Doran (519) 538-3699		SERVICE STARTED IN: June 1990 POPULATION SERVED: 10,000 SERVICE AREA (ha): 51,800 ADVISORY COMMITTEE? yes NUMBER OF MEMBERS: 6																									
REGISTRANTS LOCAL ELIGIBILITY CRITERION: Unable to Board X Unable to Use X Other ELIGIBILITY COMMITTEE? MEMBERS? 4 REGISTRATION REQUIRED? yes REGISTRATION CARDS? yes WAITING LIST? no WAITING ON LIST?		FINANCIAL OPERATING COSTS AND REVENUES: <table border="1"> <tr> <td>Dedicated</td> <td>Oper. Cost</td> <td>Revenue</td> </tr> <tr> <td>Non-Dedicated</td> <td>\$51,452</td> <td></td> </tr> <tr> <td>TOTAL:</td> <td>\$1,170</td> <td>\$13,023</td> </tr> </table> NET OPERATING COST: Provincial Share \$39,599 Municipal Share \$27,838 Donations \$7,056 \$4,714		Dedicated	Oper. Cost	Revenue	Non-Dedicated	\$51,452		TOTAL:	\$1,170	\$13,023															
Dedicated	Oper. Cost	Revenue																									
Non-Dedicated	\$51,452																										
TOTAL:	\$1,170	\$13,023																									
ANNUAL ONE-WAY TRIPS: Eligible - Wheelchair 100 29% - Ambulatory 240 70% - Temporary 5 1% Attendants/Companions 345 Other (not eligible) TOTAL:		FARE STRUCTURE: <table border="1"> <tr> <td>Cash</td> <td>Tickets/Cards</td> <td>Monthly Pass</td> </tr> <tr> <td>Adult</td> <td>\$1.00</td> <td></td> </tr> <tr> <td>Child</td> <td>\$1.00</td> <td></td> </tr> <tr> <td>Student</td> <td>\$1.00</td> <td></td> </tr> <tr> <td>Senior</td> <td>\$1.00</td> <td></td> </tr> <tr> <td>Attendant</td> <td>\$1.00</td> <td></td> </tr> <tr> <td>Companion</td> <td>\$1.00</td> <td></td> </tr> <tr> <td>Other</td> <td>\$1.00</td> <td></td> </tr> </table>		Cash	Tickets/Cards	Monthly Pass	Adult	\$1.00		Child	\$1.00		Student	\$1.00		Senior	\$1.00		Attendant	\$1.00		Companion	\$1.00		Other	\$1.00	
Cash	Tickets/Cards	Monthly Pass																									
Adult	\$1.00																										
Child	\$1.00																										
Student	\$1.00																										
Senior	\$1.00																										
Attendant	\$1.00																										
Companion	\$1.00																										
Other	\$1.00																										
TRIP TYPES: Subscription Prebooked Reservation Demand-Response UNACCOMMODATED TRIP REQUESTS: 20% CANCELLED TRIPS: 50 NO-SHOWS: 10		OTHER METHODS OF PAYMENT: Zone Fares \$1.00 to \$5.00 COMPARISON WITH CONVENTIONAL TRANSIT: Conventional Hours No Conv. Service Fare Structure No Conv. Service																									

VEHICLES				EMPLOYEES			
VEHICLE TYPES:				NUMBER OF EMPLOYEES:			
S-Wagon/Sedan	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age	Full Time		Part Time
Modified Vans					40,000		40,000
Small Buses	1	4	6	4	2,032		2,032
Purpose-Built					2,032		2,032
Other							
TOTAL VEHICLES	1				TOTAL		TOTAL
Ownership:	municipality			UNIONS:			
Maintenance:	contracted out			Specialized			
				Conventional			
FLEET DISTRIBUTION:				MAXIMUM WAGE RATES:			
Peak Day	6-9	9-11	11-2	2-4	4-6	9-12	12+
Saturday	1	1	1	1	1		
Sunday							
Holidays							
				ANNUAL KILOMETRES:			
				Revenue			
				Total			
				ANNUAL HOURS:			
				Revenue			
				Total			
				IS NON-DEDICATED SERVICE AVAILABLE?			
				yes			
				NO. OF OPERATORS:			
				4			
				PAYMENT METHOD:			
				(ie. flat rate, hourly, per km etc.)			
				flat rate per trip			
				PAYMENT VERIFICATION:			
PERFORMANCE INDICATORS				SERVICE UTILIZATION:			
FINANCIAL:				Trips/Hour			
R/C = Op.Revenue/Op.Cost	24.7%			0.0345			
Net Operating Cost/Capita	\$3.96			0.2032			
Municipal Net Cost/Capita	\$0.71			0.4195			
Share of Net Cost				4%			
- Provincial	70%			Trips/Registrant			
- Municipal	30%			Unaccommodated Trip Requests			
(incl. donations)				Cancellations			
				No-Shows			
				\$12.71			
				\$7.91			
EFFICIENCY (Dedicated Service Only):				VEHICLE UTILIZATION (Dedicated Service Only):			
Cost/Hour	\$25.32			Revenue Hours/Vehicle			
Cost/Kilometre	\$1.29			Kilometres/Vehicle			
Maintenance Cost/Kilometre	\$0.14			2,032			
				40,000			

Mildmay Bruce, Grey & Huron Disability Transportation Corp.

SERVICE OPERATED BY: non-profit organization

MUNICIPAL CONTACT: David Johnston

(519) 367-2617

OPERATIONS CONTACT: Joe Pickering

(519) 882-2230

SERVICE STARTED IN: June

1972

POPULATION SERVED: 50,000

SERVICE AREA (ha): 13

ADVISORY COMMITTEE? yes

NUMBER OF MEMBERS: 19

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board ☒ X
 Unable to Use ☒ X
 Other

ELIGIBILITY COMMITTEE?

yes

MEMBERS?

4

medical/health professional

REGISTRATION REQUIRED?

no

REGISTRATION CARDS?

no

WAITING LIST?

no

WAITING ON LIST?

no

NUMBER OF REGISTRANTS:

Eligible - Wheelchair

- Ambulatory

- Temporary

Attendants/Companions

Other (not eligible)

TOTAL:

HOW OFTEN IS REG. LIST SCREENED?

COMPANIONS ALLOWED IF SPACE?

yes

VISITORS ELIGIBLE?

yes

FINANCIAL

OPERATING COSTS AND REVENUES:

	Oper. Cost	Revenue
Dedicated	\$453,628	
Non-Dedicated		
TOTAL:	\$453,628	\$62,017

NET OPERATING COST:

Provincial Share	\$391,971
Municipal Share	\$278,744
Donations	\$150

ANNUAL ONE-WAY TRIPS:

	Dedicated	Non-Ded.
Eligible - Wheelchair	30,546	
- Ambulatory	7,637	
Attendants/Companions	2,545	
Other (not eligible)		
TOTAL:	38,183	

TRIP TYPES:

Subscription	40%
Prebooked	25%
Reservation	5%
Demand-Response	30%

UNACCOMMODATED TRIP REQUESTS:

CANCELLED TRIPS:

NO-SHOWS:

SERVICE

TYPE:

door to door

HOURS OF SERVICE:

Weekdays 0600 to 2000
 Saturday 0800 to 2200
 Sunday 0800 to 1900
 Holidays 0800 to 1700
 no min, no max

CALL-INS:

manually

METHODS:

manually

manually

manually

FARE STRUCTURE:

Cash	Tickets/Cards	Monthly Pass
Adult \$2.25		
Child \$2.25		
Student \$2.25		
Senior \$2.25		
Attendant \$2.25		
Companion \$2.25		
Other \$2.25		

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours No Conv. Service

Fare Structure No Conv. Service

Milton**Specialized Transit Service**

SERVICE OPERATED BY: private contractors
 MUNICIPAL CONTACT: Bill Roberts
 OPERATIONS CONTACT: John Eldret
 SERVICE STARTED IN: August 1987
 POPULATION SERVED: 34,000
 SERVICE AREA (ha): 2,900
 ADVISORY COMMITTEE? yes
 NUMBER OF MEMBERS: 6

REGISTRANTS**LOCAL ELIGIBILITY CRITERION:**

Unable to Board
 Unable to Use
 Other

X

ELIGIBILITY COMMITTEE?

MEMBERS?

eligibility determined by staff

no

REGISTRATION REQUIRED?

REGISTRATION CARDS?

WAITING LIST?

WAITING ON LIST?

yes

yes

no

NUMBER OF REGISTRANTS:

Eligible - Wheelchair

- Ambulatory

- Temporary

Attendants/Companions

Other (not eligible)

TOTAL:

30

153

7

16%

81%

4%

190

HOW OFTEN IS REG. LIST SCREENED?

every 2 or 3 years

COMPANIONS ALLOWED IF SPACE?

VISITORS ELIGIBLE?

yes

yes

FINANCIAL**OPERATING COSTS AND REVENUES:**

Dedicated

Non-Dedicated

TOTAL:

Oper. Cost

\$37,408

\$83,791

\$121,199

Revenue

\$22,015

NET OPERATING COST:

Provincial Share

Municipal Share

Donations

\$99,184

\$71,456

\$27,728

SERVICE**TYPE:****HOURS OF SERVICE:**

Weekdays

Saturday

Sunday

Holidays

CALL-INS:

METHODS:

Registration

Reservations

Scheduling

Dispatching

FARE STRUCTURE:

Cash

Tickets/Cards

Monthly Pass

accessible door

0700 to 1800

0900 to 1700

min 24 hours, no max

manually

manually

manually

manually

Adult

Child

Student

Senior

Attendant

Companion

Other

OTHER METHODS OF PAYMENT:

<5km \$1.50, >5km \$3.50. \$15.00 out of town medical purposes

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours

Fare Structure

same

different by \$1.10

VEHICLES				EMPLOYEES			
VEHICLE TYPES:				NUMBER OF EMPLOYEES:			
S-Wagon/Sedan	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age	ANNUAL KILOMETRES:	Full Time	Part Time
Modified Vans	1	2	3	4	Revenue	1	3
Small Buses					Total		
Purpose-Built					ANNUAL HOURS:		1
Other	4		2		Revenue		
TOTAL VEHICLES	5				Total		1
Ownership:	contracted operator				IS NON-DEDICATED SERVICE AVAILABLE?		5
Maintenance:	operator				yes		
FLEET DISTRIBUTION:				NO. OF OPERATORS:			
Peak Day	6-9	9-11	11-2	2-4	4-6	9-12	12+
Saturday	3	2	2	2	3		
Sunday	2	2	2	2	2		
Holidays							
PAYMENT METHOD:				PAYMENT VERIFICATION:			
(ie. flat rate, hourly, per km etc.)				sign receipt			
meter rate							
MAXIMUM WAGE RATES:				Specialized			
Operators				Conventional			
Maintenance				Conventional			
UNIONS:				Specialized			
Specialized				no			
Conventional				no			
SERVICE UTILIZATION:				Trips/Hour			
Trips/Hour				0.0056			
Kilometres/Hour				0.0920			
Average Kilometres/Trip				0.3689			
Trips/Registrant				85%			
Unaccommodated Trip Requests							
Cancellations							
No-Shows				\$20.41			
				\$7.83			
VEHICLE UTILIZATION (Dedicated Service Only):				Revenue Hours/Vehicle			
Revenue Hours/Vehicle				1,251			
Kilometres/Vehicle				625			
				989			
PERFORMANCE INDICATORS							
FINANCIAL:				SERVICE:			
R/C = Op. Revenue/Op. Cost	18.2%	Registrants/Capita		0.0056			
Net Operating Cost/Capita	\$2.92	Revenue Vehicle Hours/Capita		0.0920			
Municipal Net Cost/Capita	\$0.82	Trips/Capita		0.3689			
Share of Net Cost	72%	Trips by Non-Dedicated Service		85%			
- Provincial	28%	EFFECTIVENESS:					
- Municipal		Cost/Trip		\$20.41			
(incl. donations)		- Dedicated		\$7.83			
		- Non-Dedicated					
EFFICIENCY (Dedicated Service Only):	LABOUR PRODUCTIVITY:						
Cost/Hour	\$11.96	Hours/Operator		1,251			
Cost/Kilometre	\$7.56			625			
Maintenance Cost/Kilometre				989			

Mitchell Mitchell And Area Mobility Bus

SERVICE OPERATED BY: non-profit organization
 MUNICIPAL CONTACT: Jim Demerling
 SERVICE STARTED IN: June 1989
 POPULATION SERVED: 8,500
 SERVICE AREA (ha): 933,385
 OPERATIONS CONTACT: Patti Down
 ADVISORY COMMITTEE? yes
 NUMBER OF MEMBERS: 12

REGISTRANTS		FINANCIAL		SERVICE	
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:		TYPE:	
Unable to Board	X	Dedicated	Oper. Cost	Weekdays	door to door
Unable to Use		Non-Dedicated	\$19,077	Saturday	0900 to 1700
Other		TOTAL:	\$19,077	Sunday	0900 to 1200
			\$6,135	Holidays	
ELIGIBILITY COMMITTEE?		NET OPERATING COST:		CALL-INS:	
MEMBERS?	no	Provincial Share	\$12,942	min 24 hours, no max	
eligibility determined by administrative staff		Municipal Share	\$10,416	METHODS:	
		Donations	\$7,224	Registration	manually
REGISTRATION REQUIRED?	yes			Reservations	manually
REGISTRATION CARDS?	no			Scheduling	manually
WAITING LIST?	no			Dispatching	manually
WAITING ON LIST?				FARE STRUCTURE:	
ANNUAL ONE-WAY TRIPS:		Dedicated		Cash	Tickets/Cards
Eligible - Wheelchair	230	230		Adult	Monthly Pass
- Ambulatory	2,591	2,591		Child	\$1.00
- Companions	10	10		Student	\$1.00
TOTAL:	2,821	2,821		Senior	\$1.00
TRIP TYPES:				Attendant	free
Subscription				Companion	\$1.00
Prebooked				Other	\$1.00
Reservation				OTHER METHODS OF PAYMENT:	
Demand-Response				\$2.50 for township trips; group rates available	
UNACCOMMODATED TRIP REQUESTS:	21%			COMPARISON WITH CONVENTIONAL TRANSIT:	
CANCELLED TRIPS:	79%			Conventional Hours	
NO-SHOWS:	67			no conventional transit service	
VISITORS ELIGIBLE?	yes			Free Structure	
				no conventional transit service	
				\$3.00 per trip	

Newmarket Newmarket Transit

SERVICE OPERATED BY: municipality
MUNICIPAL CONTACT: James M. Barber
(905) 895-5193
OPERATIONS CONTACT: James M. Barber
(905) 895-5193

SERVICE STARTED IN: December 1981
POPULATION SERVED: 45,000
SERVICE AREA (ha): 3,626
ADVISORY COMMITTEE? no

NUMBER OF MEMBERS:

REGISTRANTS		FINANCIAL		SERVICE
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:		TYPE:
Unable to Board	X	Dedicated	Oper. Cost	curb to curb
Unable to Use		Non-Dedicated	\$195,211	0800 to 1800
Other		TOTAL:	\$195,211	0900 to 1600
ELIGIBILITY COMMITTEE?	no	NET OPERATING COST:	\$39,306	min 24 hours, max 14 days
MEMBERS?		Provincial Share	\$155,905	computer assisted
eligibility determined by staff		Municipal Share	\$116,928	computer assisted
REGISTRATION REQUIRED?	yes	Donations	\$38,977	computer assisted
REGISTRATION CARDS?	yes			computer assisted
WAITING LIST?	no	ANNUAL ONE-WAY TRIPS:	Dedicated	FARE STRUCTURE:
WAITING ON LIST?		Eligible - Wheelchair	2,303	Cash
		- Ambulatory	20,837	Tickets/Cards
		Attendants/Companions	2,396	Monthly Pass
		Other (not eligible)		
		TOTAL:	23,140	
NUMBER OF REGISTRANTS:		TRIP TYPES:		
Eligible - Wheelchair	87	Subscription	37%	Adult
- Ambulatory	548	Prebooked	3%	Child
- Temporary		Reservation	60%	Student
Attendants/Companions		Demand-Response	1%	Senior
Other (not eligible)		UNACCOMMODATED TRIP REQUESTS:	600	Attendant
TOTAL:	635	CANCELLED TRIPS:	90	Companion
		NO-SHOWS:	50	Other
HOW OFTEN IS REG. LIST SCREENED?				OTHER METHODS OF PAYMENT:
every 2 or 3 years				subscription service \$1.00/trip
COMPANIONS ALLOWED IF SPACE?	yes			COMPARISON WITH CONVENTIONAL TRANSIT:
VISITORS ELIGIBLE?	yes			Conventional Hours longer
				Fare Structure different, \$1.10

VEHICLES				EMPLOYEES			
VEHICLE TYPES:		Number	Wheelchair Capacity	Ambulatory Capacity	Average Age	ANNUAL KILOMETRES:	
S-Wagon/Sedan						Revenue	62,023
Modified Vans						Total	62,023
Small Buses						ANNUAL HOURS:	
Purpose-Built		3	3	16	2	Revenue	5,119
Other						Total	5,384
TOTAL VEHICLES		3				IS NON-DEDICATED SERVICE AVAILABLE?	
Ownership:						no	
Maintenance:		municipality contracted out					
FLEET DISTRIBUTION:						NO. OF OPERATORS:	
Peak Day		6-9	9-11	11-2	2-4	9-12	12+
Saturday		2	2	2	2		
Sunday		1	1	1			
Holidays							
PAYMENT METHOD:						(ie. flat rate, hourly, per km etc.)	
PAYMENT VERIFICATION:							
MAXIMUM WAGE RATES:						Specialized	\$16.30
Operators						Conventional	\$14.28
Maintenance							
UNIONS:						Specialized	no
Conventional						no	
TOTAL		4					1
Volun.							
NUMBER OF EMPLOYEES:						Full Time	2
Operators						Part Time	1
Office							
Mainten.							
Admin.							
TOTAL							
VEHICLE UTILIZATION (Dedicated Service Only):						Revenue Hours/Vehicle	1,706
Cost/Hour						Kilometres/Vehicle	20,674
Cost/Kilometre							
Maintenance Cost/Kilometre							
PERFORMANCE INDICATORS							
FINANCIAL:							
R/C = Op.Revenue/Op. Cost							
Net Operating Cost/Capita							
Municipal Net Cost/Capita							
Share of Net Cost							
- Provincial							
- Municipal							
(incl. donations)							
EFFICIENCY (Dedicated Service Only):							
Cost/Hour							
Cost/Kilometre							
Maintenance Cost/Kilometre							
SERVICE:							
Registrants/Capita							
Revenue Vehicle Hours/Capita							
Trips/Capita							
Trips by Non-Dedicated Service							
EFFECTIVENESS:							
Cost/Trip							
- Dedicated							
- Non-Dedicated							
LABOUR PRODUCTIVITY:							
Hours/Operator							
Hours/Vehicle							
Kilometres/Vehicle							
SERVICE UTILIZATION:							
Trips/Hour							
Kilometres/Hour							
Average Kilometres/Trip							
Trips/Registrant							
Unaccommodated Trip Requests							
Cancellations							
No-Shows							
VEHICLE UTILIZATION (Dedicated Service Only):							
Revenue Hours/Vehicle							
Kilometres/Vehicle							

Niagara Falls Chair-A-Van

SERVICE OPERATED BY: non-profit organization

SERVICE STARTED IN: July

1977

MUNICIPAL CONTACT: T. Librock

POPULATION SERVED: 75,399

(905) 356-1179

SERVICE AREA (ha): 21,165

OPERATIONS CONTACT:

ADVISORY COMMITTEE? yes

NUMBER OF MEMBERS: 7

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board

Unable to Use

Other

X

ELIGIBILITY COMMITTEE?

MEMBERS?

medical/health professional

yes

1

REGISTRATION REQUIRED?

REGISTRATION CARDS?

WAITING LIST?

WAITING ON LIST?

yes

yes

no

NUMBER OF REGISTRANTS:

Eligible - Wheelchair

- Ambulatory

- Temporary

Attendants/Companions

Other (not eligible)

TOTAL:

258

40%

387

60%

645

HOW OFTEN IS REG. LIST SCREENED?

annually

COMPANIONS ALLOWED IF SPACE?

yes

VISITORS ELIGIBLE?

yes

FINANCIAL

OPERATING COSTS AND REVENUES:

Dedicated

Non-Dedicated

TOTAL:

Oper. Cost

\$193,750

Revenue

\$193,750

\$23,858

NET OPERATING COST:

Provincial Share

Municipal Share

Donations

\$169,892

\$91,754

\$78,138

SERVICE

TYPE:

HOURS OF SERVICE:

Weekdays

Saturday

Sunday

Holidays

curb to curb

0730 to 2300

0800 to 1700

0800 to 1700

0800 to 1700

min 48 hours, max 30 days

CALL-INS:

METHODS:

Registration

Reservations

Scheduling

Dispatching

computer assisted

computer assisted

computer assisted

computer assisted/manual

FARE STRUCTURE:

Cash

\$1.30

Tickets/Cards

20/\$26.00

Monthly Pass

Adult

Child

Student

Senior

Attendant

Companion

Other

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours

longer

Fare Structure

same

VEHICLES										EMPLOYEES									
VEHICLE TYPES:		Number	Wheelchair Capacity	Ambulatory Capacity	Average Age	ANNUAL KILOMETRES:		NUMBER OF EMPLOYEES:											
S-Wagon/Sedan						Revenue	91,577	Full Time	Part Time										
Modified Vans		1	3	3	7	Total	91,577	Operators	2										
Small Buses		2	4	4	2	Revenue	7,784	Office	1										
Purpose-Built						Total	7,784	Mainten.											
Other								Admin.	1										
TOTAL VEHICLES		3				IS NON-DEDICATED SERVICE AVAILABLE?		Volun.											
								TOTAL	3										
Ownership:		transit commission							6										
Maintenance:		transit commission						UNIONS:											
								Specialized	no										
								Conventional	ATU Local 1582										
FLEET DISTRIBUTION:										MAXIMUM WAGE RATES:									
Peak Day	6-9	9-11	11-2	2-4	4-6	9-12	12 +	Specialized		Conventional									
Saturday	2	2	2	2	1	1	1	\$15.59		\$16.90									
Sunday	1	1	1	1	1	1	1			\$18.93									
Sunday	1	1	1	1	1	1	1												
Holidays	1	1	1	1	1	1	1												
PERFORMANCE INDICATORS										SERVICE UTILIZATION:									
FINANCIAL:		SERVICE:		Trips/Hour		Trips/Hour		Trips/Hour		Trips/Hour									
RC = Op.Revenue/Op.Cost	12.3%	Registrants/Capita	0.0086	Revenue Vehicle Hours/Capita	0.1032	Average Kilometres/Trip	7.40	Trips/Registrant	19.19	Unaccommodated Trip Requests	0.93%								
Net Operating Cost/Capita	\$2.25	Trips/Capita	0.1641	Trips by Non-Dedicated Service		Cancellations	10.53%	No-Shows	1.94%	Revenue Hours/Vehicle	2,595								
Municipal Net Cost/Capita	\$1.04	EFFECTIVENESS:		Cost/Trip	- Dedicated	- Non-Dedicated		Revenue Hours/Vehicle	30,526	Kilometres/Vehicle									
Share of Net Cost																			
- Provincial	54%																		
- Municipal	46%																		
(incl. donations)																			
EFFICIENCY (Dedicated Service Only):										VEHICLE UTILIZATION (Dedicated Service Only):									
Cost/Hour	\$24.89	LABOUR PRODUCTIVITY:		Hours/Operator		Hours/Operator		Hours/Operator		Hours/Operator									
Cost/Kilometre	\$2.12																		
Maintenance Cost/Kilometre	\$0.31																		

VEHICLES				EMPLOYEES			
VEHICLE TYPES:				NUMBER OF EMPLOYEES:			
S-Wagon/Sedan	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age	Full Time		
Modified Vans					Part Time		
Small Buses					Operators		
Purpose-Built	1	5	4	2	Office		
Other					Mainten.		
TOTAL VEHICLES	1				Admin.		
Ownership:	municipality			Volun.			
Maintenance:	operator			TOTAL			
FLEET DISTRIBUTION:				UNIONS:			
Peak Day	6-9	9-11	11-2	2-4	4-6	6-9	9-12
Saturday	1	1	1	1	1	1	1
Sunday							
Holidays							
ANNUAL KILOMETRES:				ANNUAL HOURS:			
Revenue				Revenue			
Total				Total			
IS NON-DEDICATED SERVICE AVAILABLE?				NO. OF OPERATORS:			
no				PAYMENT METHOD:			
				(ie. flat rate, hourly, per km etc.)			
				flat rate per trip \$2.20			
PAYMENT VERIFICATION:				MAXIMUM WAGE RATES:			
				Specialized			
				Conventional			
				Operators			
				Maintenance			
SERVICE:				SERVICE UTILIZATION:			
Registrants/Capita				Trips/Hour			
Revenue Vehicle Hours/Capita				Kilometres/Hour			
Trips/Capita				Average Kilometres/Trip			
Trips by Non-Dedicated Service				Trips/Registrant			
EFFECTIVENESS:				Unaccommodated Trip Requests			
Cost/Trip				Cancellations			
- Dedicated				No-Shows			
- Non-Dedicated							
LABOUR PRODUCTIVITY:				VEHICLE UTILIZATION (Dedicated Service Only):			
Hours/Operator				Revenue Hours/Vehicle			
				Kilometres/Vehicle			
EFFICIENCY (Dedicated Service Only):							
Cost/Hour							
Cost/Kilometre							
Maintenance Cost/Kilometre							

North Bay Para-Bus

SERVICE OPERATED BY: municipality
MUNICIPAL CONTACT: Terry Brent
(705) 474-4340
OPERATIONS CONTACT: Betty Gifford
(705) 476-5530

SERVICE STARTED IN: July 1982
POPULATION SERVED: 49,000
SERVICE AREA (ha): 8,700
ADVISORY COMMITTEE? yes
NUMBER OF MEMBERS: 10

REGISTRANTS		FINANCIAL		SERVICE	
LOCAL ELIGIBILITY CRITERION:	X	OPERATING COSTS AND REVENUES:		TYPE:	curb to curb / door to door
Unable to Board		Oper. Cost	Revenue	HOURS OF SERVICE:	0730 to 2230
Unable to Use		\$398,436		Weekdays	0830 to 1630
Other		Non-Dedicated		Saturday	
ELIGIBILITY COMMITTEE?	no	TOTAL:	\$398,436	Sunday	
MEMBERS?		NET OPERATING COST:		Holidays	
City of North Bay Transit Mng'r		Provincial Share	\$318,953	CALL-INS:	min 24 hours, max 7 days
REGISTRATION REQUIRED?	yes	Municipal Share	\$213,076	METHODS:	computer assisted
REGISTRATION CARDS?	no	Donations	\$105,595	Registration	computer assisted
WAITING LIST?	no	ANNUAL ONE-WAY TRIPS:		Reservations	computer assisted
WAITING ON LIST?		Eligible - Wheelchair	Dedicated	Scheduling	computer assisted
		- Ambulatory	14,921	Dispatching	
		Attendants/Companions	14,049	FARE STRUCTURE:	
		Other (not eligible)	2,268	Cash	Tickets/Cards
		TOTAL:	28,970	Adult	10\$13.50
NUMBER OF REGISTRANTS:				Child	10\$13.50
Eligible - Wheelchair				Student	10\$13.50
- Ambulatory				Senior	10\$13.50
- Temporary				Attendant	10\$13.50
Attendants/Companions				Companion	10\$13.50
Other (not eligible)				Other	10\$13.50
TOTAL:	980			OTHER METHODS OF PAYMENT:	
HOW OFTEN IS REG. LIST SCREENED?		TRIP TYPES:			
permanent: annually: temp: monthly		Subscription	37%		
COMPANIONS ALLOWED IF SPACE?	yes	Prebooked	33%		
VISITORS ELIGIBLE?	yes	Reservation	28%		
		Demand-Response	2%		
		UNACCOMMODATED TRIP REQUESTS:	118		
		CANCELLED TRIPS:	2,373		
		NO-SHOWS:	175		
		COMPARISON WITH CONVENTIONAL TRANSIT:			
		Conventional Hours	longer		
		Fare Structure	same		

VEHICLES										EMPLOYEES			
VEHICLE TYPES:		Number	Wheelchair Capacity	Ambulatory Capacity	Average Age	ANNUAL KILOMETRES:		167,119		NUMBER OF EMPLOYEES:		Part Time	
S-Wagon/Sedan						Revenue			167,119	Full Time	4	3	
Modified Vans		2	2	3	6	Total				Operators	1	2	
Small Buses						ANNUAL HOURS:			9,628	Office			
Purpose-Built		4	4	4	6	Revenue			9,628	Mainten.	1		
Other						Total				Admin.			
TOTAL VEHICLES	6					IS NON-DEDICATED SERVICE AVAILABLE?		yes		Volun.	6	5	
Ownership:	municipality					NO. OF OPERATORS:		1		UNIONS:			
Maintenance:	municipality					PAYMENT METHOD:		(ie. flat rate, hourly, per km etc.)		Specialized	Teamsters Local 230		
FLEET DISTRIBUTION:		6-9	9-11	11-2	2-4	4-6	6-9	9-12	12+	Conventional	CUPE Local 122		
Peak Day	4.5	4	4	4	4	PAYMENT VERIFICATION:		meter rate		Specialized	\$12.52		
Saturday	1	1	1	1		signed receipt				Operators	\$15.58		
Sunday										Maintenance	\$17.99		
Holidays													
PERFORMANCE INDICATORS													
FINANCIAL:		SERVICE:		Registrants/Capita		0.0200		Trips/Hour		3.01			
R/C = Op. Revenue/Op. Cost		19.9%		Revenue Vehicle Hours/Capita		0.1965		Kilometres/Hour		17.36			
Net Operating Cost/Capita		\$6.51		Trips/Capita		0.7100		Average Kilometres/Trip		5.77			
Municipal Net Cost/Capita		\$2.16		Trips by Non-Dedicated Service		17%		Trips/Registrant		35.50			
Share of Net Cost		67%		EFFECTIVENESS:		Cost/Trip		Unaccommodated Trip Requests		0.34%			
- Provincial		33%		- Dedicated		\$13.75		Cancellations		6.82%			
- Municipal				- Non-Dedicated				No-Shows		0.50%			
(incl. donations)				LABOUR PRODUCTIVITY:		Hours/Operator		1,751		VEHICLE UTILIZATION (Dedicated Service Only):			
EFFICIENCY (Dedicated Service Only):		\$41.38		Revenue Hours/Vehicle						1,605			
Cost/Hour		\$2.38		Kilometres/Vehicle						27,853			
Cost/Kilometre		\$0.55											
Maintenance Cost/Kilometre													

Onaping Falls/Rayside - Balfour Handi-Transit

SERVICE OPERATED BY: private contractor
MUNICIPAL CONTACT: Manny Novoa
OPERATIONS CONTACT: Don Gray

SERVICE STARTED IN: May 1991
POPULATION SERVED: 19,909
SERVICE AREA (ha): 61,502
ADVISORY COMMITTEE? yes
NUMBER OF MEMBERS: 7

REGISTRANTS		FINANCIAL		SERVICE	
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:		TYPE:	door to door
Unable to Board		Dedicated	Oper. Cost	HOURS OF SERVICE:	Weekdays
Unable to Use		Non-Dedicated	\$45,089	Saturday	0800 to 1830
Other		TOTAL:	\$45,089	Sunday	
ELIGIBILITY COMMITTEE?	no	NET OPERATING COST:		Holidays	
MEMBERS?		Provincial Share	\$42,425	CALL-INS:	min 7 days, no max
eligibility determined by staff		Municipal Share	\$21,213	METHODS:	manually
REGISTRATION REQUIRED?	yes	Donations	\$21,212	Reservations	manually
REGISTRATION CARDS?	yes			Scheduling	manual/computer assisted
WAITING LIST?	no	ANNUAL ONE-WAY TRIPS:	Dedicated	Dispatching	manually
WAITING ON LIST?		Eligible - Wheelchair	630	FARE STRUCTURE:	
		- Ambulatory	569	Cash	Tickets/Cards
		Attendants/Companions	72	Adult	Monthly Pass
NUMBER OF REGISTRANTS:		Other (not eligible)	1,199	Child	
Eligible - Wheelchair	26	TOTAL:		Student	
- Ambulatory	26			Senior	
- Temporary	5	TRIP TYPES:		Attendant	
Attendants/Companions	10	Subscription		Companion	
Other (not eligible)	15	Prebooked		Other	
TOTAL:	67	Reservation		OTHER METHODS OF PAYMENT:	
HOW OFTEN IS REG. LIST SCREENED?		Demand-Response		min \$1.00, max \$3.00, pay by distance	
COMPANIONS ALLOWED IF SPACE?	no	UNACCOMMODATED TRIP REQUESTS:		COMPARISON WITH CONVENTIONAL TRANSIT:	
VISITORS ELIGIBLE?	yes	CANCELLED TRIPS:		Conventional Hours	longer
		NO-SHOWS:		Fare Structure	different

VEHICLES				EMPLOYEES			
VEHICLE TYPES:				NUMBER OF EMPLOYEES:			
	<u>Wheelchair</u>	<u>Ambulatory</u>	<u>Average</u>	<u>Full Time</u>			
	<u>Capacity</u>	<u>Capacity</u>	<u>Age</u>	<u>Part Time</u>			
S-Wagon/Sedan				Operators	1		
Modified Vans				Office	1		
Small Buses				Mainten.		1	
Purpose-Built	1		2	Admin.			
Other				Volun.			
TOTAL VEHICLES	1			TOTAL	2		1
Ownership:	contracted operator			UNIONS:			
Maintenance:	operator			Specialized			
				Conventional			
FLEET DISTRIBUTION:	6-9	9-11	11-2	MAXIMUM WAGE RATES:			
Peak Day	1			Specialized	\$10.00		Conventional
Saturday				Operators			
Sunday				Maintenance	\$25.00		
Holidays							
ANNUAL KILOMETRES:				IS NON-DEDICATED SERVICE AVAILABLE?			
Revenue				no			
Total							
ANNUAL HOURS:							
Revenue							
Total							
NO. OF OPERATORS:							
PAYMENT METHOD:							
(ie. flat rate, hourly, per km etc.)							
flat rate							
PAYMENT VERIFICATION:							
SERVICE:				SERVICE UTILIZATION:			
Registrants/Capita				Trips/Hour	0.0034		0.51
Revenue Vehicle Hours/Capita				Kilometres/Hour	0.1175		25.62
Trips/Capita				Average Kilometres/Trip	0.0602		50.00
Trips by Non-Dedicated Service				Trips/Registrant			17.90
EFFECTIVENESS:				Unaccommodated Trip Requests			
Cost/Trip				Cancellations			
- Dedicated				No-Shows	\$37.61		
- Non-Dedicated							
LABOUR PRODUCTIVITY:				VEHICLE UTILIZATION (Dedicated Service Only):			
Hours/Operator				Revenue Hours/Vehicle			2,340
				Kilometres/Vehicle			59,950
EFFICIENCY (Dedicated Service Only):							
Cost/Hour							
Cost/Kilometre							
Maintenance Cost/Kilometre							

Orillia Orillia Wheelchair Limousine Service

SERVICE OPERATED BY: private contractor
MUNICIPAL CONTACT: Michael Cox
(705) 325-1311
OPERATIONS CONTACT:

SERVICE STARTED IN: June 1987
POPULATION SERVED: 25,000
SERVICE AREA (ha): 2,656
ADVISORY COMMITTEE? no
NUMBER OF MEMBERS:

REGISTRANTS		FINANCIAL		SERVICE	
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:		TYPE:	door to door
Unable to Board	X	Dedicated	Oper. Cost	HOURS OF SERVICE:	0800 to 1700
Unable to Use	X	Non-Dedicated	\$78,431	Weekdays	1230 to 1700
Other		TOTAL:	\$78,431	Saturday	
ELIGIBILITY COMMITTEE?	yes	NET OPERATING COST:		Holidays	min 24 hours, no max
MEMBERS?	3	Provincial Share	\$71,158	CALL-INS:	manually
REGISTRATION REQUIRED?	yes	Municipal Share	\$46,145	METHODS:	manually
REGISTRATION CARDS?	yes	Donations	\$25,013	Reservations	computer-assisted
WAITING LIST?	no		\$4,234	Scheduling	manually
WAITING ON LIST?		ANNUAL ONE-WAY TRIPS:		Dispatching	
		Eligible - Wheelchair	Dedicated	FARE STRUCTURE:	
		- Ambulatory		Cash	Tickets/Cards
		Attendants/Companions	Non-Ded.	Adult	\$1.25
NUMBER OF REGISTRANTS:		Other (not eligible)		Child	\$1.25
Eligible - Wheelchair	227	TOTAL:	7,132	Student	\$1.25
- Ambulatory	93			Senior	\$1.25
- Temporary				Attendant	\$1.25
Attendants/Companions				Companion	\$1.25
Other (not eligible)				Other	\$1.25
TOTAL:	320			OTHER METHODS OF PAYMENT:	
HOW OFTEN IS REG. LIST SCREENED?	annually	UNACCOMMODATED TRIP REQUESTS:	5/week	COMPARISON WITH CONVENTIONAL TRANSIT:	
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:	8 to 10/week	Conventional Hours longer	
VISITORS ELIGIBLE?	no	NO-SHOWS:	10/week	Fare Structure different, \$1.05	

[illegible]

Oshawa**Handi Transit Inc.**

SERVICE OPERATED BY: non-profit organization

SERVICE STARTED IN: January

1974

MUNICIPAL CONTACT: Christopher Brown

POPULATION SERVED:

129,344

(905) 725-7351

SERVICE AREA (ha):

6,216

OPERATIONS CONTACT: Doug Manuel

ADVISORY COMMITTEE?

yes

(905) 571-1222

NUMBER OF MEMBERS:

11

REGISTRANTS**LOCAL ELIGIBILITY CRITERION:**

Unable to Board

X

Unable to Use

Other

ELIGIBILITY COMMITTEE?

MEMBERS?

eligibility determined by staff

no

REGISTRATION REQUIRED?

REGISTRATION CARDS?

no

WAITING LIST?

no

WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible - Wheelchair

- Ambulatory

- Temporary

Attendants/Companions

Other (not eligible)

TOTAL:

HOW OFTEN IS REG. LIST SCREENED?

every 2 or 3 years

COMPANIONS ALLOWED IF SPACE?

yes

VISITORS ELIGIBLE?

yes

FINANCIAL**OPERATING COSTS AND REVENUES:**

Dedicated

Oper. Cost

Revenue

Non-Dedicated

\$615,528

\$146,235

TOTAL:

\$615,528

\$146,235

NET OPERATING COST:

Provincial Share

\$469,293

Municipal Share

\$362,922

Donations

\$486,800

ANNUAL ONE-WAY TRIPS:

Eligible - Wheelchair

Dedicated

Non-Ded.

- Ambulatory

26,126

8,779

Attendants/Companions

3,804

Other (not eligible)

TOTAL:

29,930

TRIP TYPES:

Subscription

Prebooked

Reservation

Demand-Response

UNACCOMMODATED TRIP REQUESTS:

474

CANCELLED TRIPS:

1,256

NO-SHOWS:

SERVICE**TYPE:**

accessible door

HOURS OF SERVICE:

Weekdays

0700 to 2300

Saturday

0930 to 2300

Sunday

0930 to 2230

Holidays

0830 to 1700

min 1 hour, max 3 days

CALL-INS:

METHODS:

Registration

manually/computer assisted

Reservations

manually/computer assisted

Scheduling

manually

Dispatching

manually

FARE STRUCTURE:

Cash

\$1.50

Adult

\$20.00

Child

\$20.00

Student

\$20.00

Senior

\$20.00

Attendant

\$20.00

Companion

\$20.00

Other

\$20.00

OTHER METHODS OF PAYMENT:

monthly billing, agency contracts

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours

longer

Fare Structure

different, \$1.30

Tickets/Cards

Monthly Pass

VEHICLES										EMPLOYEES									
VEHICLE TYPES:		Number	Wheelchair Capacity	Ambulatory Capacity	Average Age	ANNUAL KILOMETRES:		NUMBER OF EMPLOYEES:		Part Time									
S-Wagon/Sedan						Revenue	249,950	Full Time	7										
Modified Vans		8	5	4	5	Total	253,600	Operators	7										
Small Buses						Revenue	15,737	Office	0.75										
Purpose-Built						Total	15,852	Mainten.											
Other								Admin.	0.25										
TOTAL VEHICLES		8				IS NON-DEDICATED SERVICE AVAILABLE?	no	TOTAL	8	7									
Ownership:	municipality					NO. OF OPERATORS:		UNIONS:											
Maintenance:	contracted out							Specialized	Teamsters Local 938										
FLEET DISTRIBUTION:										CAW Local 222									
		6-9	9-11	11-2	2-4	4-6	6-9	9-12	12 +	MAXIMUM WAGE RATES:									
Peak Day		6	5	2	6	1	1	1		Specialized \$12.21									
Saturday		1	1	1	1	1	1	1		Conventional \$18.93									
Sunday		1	1	1	1	1	1	1											
Holidays		1	1	1	1	1	1	1											
PERFORMANCE INDICATORS																			
FINANCIAL:										SERVICE UTILIZATION:									
R/C = Op. Revenue/Op. Cost	23.8%	SERVICE:			Trips/Hour					1.90									
Net Operating Cost/Capita	\$3.63	Registrants/Capita			Kilometres/Hour					15.88									
Municipal Net Cost/Capita	\$3.76	Revenue Vehicle Hours/Capita			Average Kilometres/Trip					8.35									
Share of Net Cost		Trips/Capita			Trips/Registrant					1.58%									
- Provincial	75%	Trips by Non-Dedicated Service			Unaccommodated Trip Requests					4.20%									
- Municipal	25%	EFFECTIVENESS:			Cancellations														
(incl. donations)		Cost/Trip			No-Shows														
		- Dedicated			\$20.57														
		- Non-Dedicated																	
EFFICIENCY (Dedicated Service Only):										VEHICLE UTILIZATION (Dedicated Service Only):									
Cost/Hour	\$39.11	LABOUR PRODUCTIVITY:			Revenue Hours/Vehicle					1,967									
Cost/Kilometre	\$2.46	Hours/Operator			Kilometres/Vehicle					31,244									
Maintenance Cost/Kilometre																			

VEHICLES										EMPLOYEES											
VEHICLE TYPES:										NUMBER OF EMPLOYEES:											
S-Wagon/Sedan					Wheelchair Capacity		Ambulatory Capacity		Average Age		ANNUAL KILOMETRES:					Full Time		Part Time			
Modified Vans					70		4		3		Revenue					206		6			
Small Buses					10		8		6		ANNUAL HOURS:					21					
Purpose-Built					61						Revenue					10					
Other											Total					10					
TOTAL VEHICLES					141						IS NON-DEDICATED SERVICE AVAILABLE?					247		6			
Ownership:					contractor/transit commission						NO. OF OPERATORS:					UNIONS:		ATU Local 279			
Maintenance:					contractor/operator											Specialized		Conventional			
																ATU Local 279					
FLEET DISTRIBUTION:										MAXIMUM WAGE RATES:											
					6-9	9-11	11-2	2-4	4-6	6-9	9-12	12 +						Specialized		Conventional	
Peak Day					88	102	92	115	100	32	18	8						\$16.16		\$18.05	
Saturday					22	36	40	36	36	22	18	12						\$23.00		\$21.00	
Sunday					10	30	35	35	35	28	20	8									
Holidays					16	32	32	32	32	20	20	8									
PERFORMANCE INDICATORS										SERVICE UTILIZATION:											
FINANCIAL:					SERVICE:																
R/C = Op.Revenue/Op.Cost					7.2%					Registrants/Capita					Trips/Hour						
Net Operating Cost/Capita					\$22.36					Revenue Vehicle Hours/Capita					0.5387						
Municipal Net Cost/Capita					\$11.06					Trips/Capita					1.0392						
Share of Net Cost										Trips by Non-Dedicated Service					Average Kilometres/Trip						
- Provincial					51%										Trips/Registrant						
- Municipal					49%										Unaccommodated Trip Requests						
(incl. donations)															Cancellations						
															No-Shows						
															\$23.19						
EFFICIENCY (Dedicated Service Only):										VEHICLE UTILIZATION (Dedicated Service Only):											
Cost/Hour					\$44.74					LABOUR PRODUCTIVITY:					Revenue Hours/Vehicle						
Cost/Kilometre					\$2.40					Hours/Operator					1,611						
Maintenance Cost/Kilometre															Kilometres/Vehicle						
															43,806						

SERVICE STARTED IN:
POPULATION SERVED:
SERVICE AREA (ha):
ADVISORY COMMITTEE:
NUMBER OF MEMBERS:

June 1988

MUNICIPAL CONTACT:	Jim Coburn	POPULATION SERVED:	21,000
	(510) 376-1440	SERVICE AREA (ha):	2,367

OPERATIONS CONTACT:

ADVISORY COMMITTEE?

yes

NUMBER OF MEMBERS: 7

REGISTRANTS		FINANCIAL		SERVICE	
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:		TYPE:	
Unable to Board	X	Dedicated	Oper. Cost	door to door	
Unable to Use	X	Non-Dedicated	\$95,815	0800 to 1800	
Other		TOTAL:	\$11,772	1200 to 1800	
ELIGIBILITY COMMITTEE?	yes		\$107,587	0900 to 1500	
MEMBERS?	2	NET OPERATING COST:	\$15,742	no service	
		Provincial Share	\$91,845	no min. no max	
		Municipal Share	\$72,503	computer assisted	
		Donations	\$19,342	manually	
REGISTRATION REQUIRED?	yes			manually	
REGISTRATION CARDS?	yes			manually	
WAITING LIST?	no			manually	
WAITING ON LIST?					
NUMBER OF REGISTRANTS:		ANNUAL ONE-WAY TRIPS:		FARE STRUCTURE:	
Eligible - Wheelchair	274	Eligible - Wheelchair	Dedicated	Cash	Tickets/Cards
- Ambulatory	346	- Ambulatory	2,821	Adult	\$1.25
- Temporary	4	Attendants/Companions	7,659	Child	\$0.25
Attendants/Companions		Other (not eligible)		Student	\$1.25
Other (not eligible)		TOTAL:	10,480	Senior	\$1.25
TOTAL:	624			Attendant	\$1.25
				Companion	\$1.25
				Other	\$1.25
HOW OFTEN IS REG. LIST SCREENED?		TRIP TYPES:		OTHER METHODS OF PAYMENT:	
every 2 or 3 years		Subscription		high school students \$25.00	
COMPANIONS ALLOWED IF SPACE?	yes	Prebooked		COMPARISON WITH CONVENTIONAL TRANSIT:	
VISITORS ELIGIBLE?	yes	Reservation		Conventional Hours	
		Demand-Response		Fare Structure	
		UNACCOMMODATED TRIP REQUESTS:	600	shorter	
		CANCELLED TRIPS:	100	same	
		NO-SHOWS:	100		

VEHICLES				EMPLOYEES			
VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age	ANNUAL KILOMETRES:	NUMBER OF EMPLOYEES:	
S-Wagon/Sedan					Revenue	Full Time	Part Time
Modified Vans					Total	45,017	49,017
Small Buses	1	4	4	6	ANNUAL HOURS:		
Purpose-Built					Revenue	2,761	
Other					Total	2,940	
TOTAL VEHICLES	1				IS NON-DEDICATED SERVICE AVAILABLE?		
Ownership:	municipality				yes		
Maintenance:	operator				NO. OF OPERATORS:	1	
FLEET DISTRIBUTION:					PAYMENT METHOD:		
Peak Day	6-9	9-11	11-2	2-4	(ie. flat rate, hourly, per km etc.)		
Saturday	1	1	1	1	flat rate per trip		
Sunday					PAYMENT VERIFICATION:		
Holidays							
PERFORMANCE INDICATORS				MAXIMUM WAGE RATES:			
FINANCIAL:	SERVICE:			Specialized		Conventional	
R/C = Op. Revenue/Op. Cost	Registrants/Capita			Operators		Maintenance	
Net Operating Cost/Capita	Revenue Vehicle Hours/Capita			\$11.75		\$11.75	
Municipal Net Cost/Capita	Trips/Capita			\$14.96		\$14.96	
Share of Net Cost	Trips by Non-Dedicated Service						
- Provincial	EFFECTIVENESS:						
- Municipal	Cost/Trip						
(incl. donations)	- Dedicated						
	- Non-Dedicated						
EFFICIENCY (Dedicated Service Only):	LABOUR PRODUCTIVITY:						
Cost/Hour	Hours/Operator						
Cost/Kilometre							
Maintenance Cost/Kilometre							
VEHICLE UTILIZATION (Dedicated Service Only):				VEHICLE UTILIZATION (Dedicated Service Only):			
Revenue Hours/Vehicle				Revenue Hours/Vehicle			
Kilometres/Vehicle				Kilometres/Vehicle			

Paris Community Van Program

SERVICE OPERATED BY: hospital MUNICIPAL CONTACT: Gloria Taylor (519) 442-6324 OPERATIONS CONTACT: Christine Cochrane (519) 442-2251		SERVICE STARTED IN: October 1978 POPULATION SERVED: 8,869 SERVICE AREA (ha): 1,121 ADVISORY COMMITTEE? yes NUMBER OF MEMBERS: 12																									
REGISTRANTS LOCAL ELIGIBILITY CRITERION: Unable to Board X Unable to Use Other ELIGIBILITY COMMITTEE? yes MEMBERS? 10 REGISTRATION REQUIRED? yes REGISTRATION CARDS? yes WAITING LIST? no WAITING ON LIST?		FINANCIAL OPERATING COSTS AND REVENUES: <table border="1"> <tr> <td>Dedicated</td> <td>Oper. Cost</td> <td>Revenue</td> </tr> <tr> <td>Non-Dedicated</td> <td>\$82,180</td> <td></td> </tr> <tr> <td>TOTAL:</td> <td>\$82,180</td> <td>\$3,266</td> </tr> </table> NET OPERATING COST: Provincial Share \$78,914 Municipal Share \$31,194 Donations \$47,720		Dedicated	Oper. Cost	Revenue	Non-Dedicated	\$82,180		TOTAL:	\$82,180	\$3,266															
Dedicated	Oper. Cost	Revenue																									
Non-Dedicated	\$82,180																										
TOTAL:	\$82,180	\$3,266																									
NUMBER OF REGISTRANTS: Eligible - Wheelchair 60 38% - Ambulatory 93 59% - Temporary 5 3% Attendants/Companions Other (not eligible) TOTAL: 158		SERVICE TYPE: accessible door HOURS OF SERVICE: 0900 to 1800 Weekdays Saturday Sunday Holidays CALL-INS: min 24 hours, max 60 days METHODS: computer-assisted manually manually manually Registration Reservations Scheduling Dispatching FARE STRUCTURE: <table border="1"> <tr> <td>Cash</td> <td>Tickets/Cards</td> <td>Monthly Pass</td> </tr> <tr> <td>Adult \$2.50</td> <td></td> <td></td> </tr> <tr> <td>Child \$2.50</td> <td></td> <td></td> </tr> <tr> <td>Student \$2.50</td> <td></td> <td></td> </tr> <tr> <td>Senior \$2.50</td> <td></td> <td></td> </tr> <tr> <td>Attendant \$2.50</td> <td></td> <td></td> </tr> <tr> <td>Companion \$2.50</td> <td></td> <td></td> </tr> <tr> <td>Other \$2.50</td> <td></td> <td></td> </tr> </table>		Cash	Tickets/Cards	Monthly Pass	Adult \$2.50			Child \$2.50			Student \$2.50			Senior \$2.50			Attendant \$2.50			Companion \$2.50			Other \$2.50		
Cash	Tickets/Cards	Monthly Pass																									
Adult \$2.50																											
Child \$2.50																											
Student \$2.50																											
Senior \$2.50																											
Attendant \$2.50																											
Companion \$2.50																											
Other \$2.50																											
HOW OFTEN IS REG. LIST SCREENED? annually COMPANIONS ALLOWED IF SPACE? yes VISITORS ELIGIBLE? yes		OTHER METHODS OF PAYMENT: trips outside Paris \$5.00/round trip COMPARISON WITH CONVENTIONAL TRANSIT: Conventional Hours different, \$2.75 Fare Structure																									

VEHICLES					EMPLOYEES				
VEHICLE TYPES:		Wheelchair	Ambulatory	Average	ANNUAL KILOMETRES:		NUMBER OF EMPLOYEES:		
S-Wagon/Sedan	Number	Capacity	Capacity	Age	Revenue	Total	Full Time	Part Time	
Modified Vans	1	2	2	3	1,540		Operators	2	
Small Buses	2	5		9	1,690		Office	1	
Purpose-Built							Mainten.		
Other							Admin.	1	
TOTAL VEHICLES	3				IS NON-DEDICATED SERVICE AVAILABLE?	no	Volun.	3	
Ownership:	non-profit organiz				NO. OF OPERATORS:		TOTAL	4	
Maintenance:	contracted out						UNIONS:		
							Specialized		SEIU Local 204
							Conventional		
FLEET DISTRIBUTION:					PAYMENT METHOD:		MAXIMUM WAGE RATES:		
Peak Day	6-9	9-11	11-2	2-4	(ie. flat rate, hourly, per km etc.)		Specialized		Conventional
Saturday	1	1	1	1	flat rate per trip		\$13.79		
Sunday							Operators		
Holidays					PAYMENT VERIFICATION:		Maintenance		
PERFORMANCE INDICATORS					SERVICE UTILIZATION:				
FINANCIAL:	SERVICE:				Trips/Hour		Trips/Hour		2.55
R/C = Op.Revenue/Op.Cost	4.0%	Registrants/Capita			Revenue Vehicle Hours/Capita		Kilometres/Hour		18.98
Net Operating Cost/Capita	\$8.90	Trips/Capita			Trips by Non-Dedicated Service		Average Kilometres/Trip		7.45
Municipal Net Cost/Capita	\$5.38						Trips/Registrant		24.83
Share of Net Cost							Unaccommodated Trip Requests		0.64%
- Provincial	50%						Cancellations		2.55%
- Municipal	50%						No-Shows		0.64%
(incl. donations)									
EFFICIENCY (Dedicated Service Only):					VEHICLE UTILIZATION (Dedicated Service Only):				
Cost/Hour	\$53.36	LABOUR PRODUCTIVITY:			Revenue Hours/Vehicle				513
Cost/Kilometre	\$2.81	Hours/Operator			Kilometres/Vehicle				9,742
Maintenance Cost/Kilometre	\$0.53								

Peel Transhelp

SERVICE OPERATED BY: municipality
 MUNICIPAL CONTACT: Norman R. McLeod
 (905) 791-1015
 OPERATIONS CONTACT: Norman R. McLeod
 (905) 791-1015

SERVICE STARTED IN: June 1981
 POPULATION SERVED: 783,000
 SERVICE AREA (ha): 75,897
 ADVISORY COMMITTEE? yes
 NUMBER OF MEMBERS: 8

REGISTRANTS		FINANCIAL		SERVICE	
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:		TYPE:	accessible door
Unable to Board	X	Dedicated	Oper. Cost	HOURS OF SERVICE:	0730 to 2330
Unable to Use		Non-Dedicated	\$2,325,439	Weekdays	0900 to 2330
Other		TOTAL:	\$858,517	Saturday	0900 to 1700
ELIGIBILITY COMMITTEE?	no		\$3,183,956	Sunday	0900 to 1700
MEMBERS?		NET OPERATING COST:	\$181,241	Holidays	min 48 hours, max 14 days
administrative staff/medical/health professional		Provincial Share	\$3,002,715	CALL-INS:	
REGISTRATION REQUIRED?	yes	Municipal Share	\$1,523,825	METHODS:	computer assisted
REGISTRATION CARDS?	no	Donations	\$1,478,890	Registration	computer assisted
WAITING LIST?	no		\$6,340	Reservations	manually
WAITING ON LIST?		ANNUAL ONE-WAY TRIPS:		Scheduling	computer assisted
		Eligible - Wheelchair	Dedicated	Dispatching	
		- Ambulatory	41,262	FARE STRUCTURE:	
		Attendants/Companions	Non-Ded.	Cash	Tickets/Cards
		Other (not eligible)	20,415	Adult	Monthly Pass
		TOTAL:	29,925	Child	\$1.50
			6,280	Student	\$1.50
NUMBER OF REGISTRANTS:			101,744	Senior	\$1.50
Eligible - Wheelchair	876			Attendant	\$1.50
- Ambulatory	1,053			Companion	\$1.50
- Temporary	62			Other	\$1.50
Attendants/Companions				OTHER METHODS OF PAYMENT:	
Other (not eligible)				Other	\$1.50
TOTAL:	1,991			COMPARISON WITH CONVENTIONAL TRANSIT:	
HOW OFTEN IS REG. LIST SCREENED?				Conventional Hours	longer
every 6 months				Fare Structure	same
COMPANIONS ALLOWED IF SPACE?	yes				
VISITORS ELIGIBLE?	yes				

VEHICLES				EMPLOYEES			
VEHICLE TYPES:				NUMBER OF EMPLOYEES:			
S-Wagon/Sedan	Number	Ambulatory Capacity	Average Age	Revenue	Full Time	Part Time	
Modified Vans	3	6	6	Total	21	17	
Small Buses	18	6	4	ANNUAL HOURS:	5	5	
Purpose-Built	2	6	4	Revenue	4		
Other	2	7	7	Total	6		
TOTAL VEHICLES	25	16	4	IS NON-DEDICATED SERVICE AVAILABLE?			
Ownership:	municipality			yes			
Maintenance:	municipality						
FLEET DISTRIBUTION:				UNIONS:			
Peak Day	6-9	9-11	11-2	Specialized	CUPE Local 1483A		
Saturday	20	24	24	Conventional	ATU Local 1572, 1573		
Sunday							
Holidays							
				MAXIMUM WAGE RATES:			
				Specialized	\$14.92	Conventional	\$19.40
				Operators	\$18.62		\$20.73
				Maintenance			
PERFORMANCE INDICATORS				SERVICE UTILIZATION:			
FINANCIAL:	SERVICE:			Trips/Hour			2.27
R/C = Op. Revenue/Op. Cost	Registrants/Capita			Kilometres/Hour			24.60
Net Operating Cost/Capita	Revenue Vehicle Hours/Capita			Average Kilometres/Trip			10.84
Municipal Net Cost/Capita	Trips/Capita			Trips/Registrant			79.54
Share of Net Cost	Trips by Non-Dedicated Service			Unaccommodated Trip Requests			2.25%
- Provincial	EFFECTIVENESS:			Cancellations			7.16%
- Municipal	Cost/Trip			No-Shows			1.27%
(incl. donations)	- Dedicated						
	- Non-Dedicated						
EFFICIENCY (Dedicated Service Only):	LABOUR PRODUCTIVITY:			VEHICLE UTILIZATION (Dedicated Service Only):			
Cost/Hour	Hours/Operator			Revenue Hours/Vehicle			1,793
Cost/Kilometre				Kilometres/Vehicle			44,101
Maintenance Cost/Kilometre							

Pembroke Handi-Bus

SERVICE OPERATED BY: non-profit organization
 MUNICIPAL CONTACT: Susan Sweet
 (613) 735-3675
 OPERATIONS CONTACT: Art Gallagher
 (613) 735-6988

SERVICE STARTED IN: August 1989
 POPULATION SERVED: 25,000
 SERVICE AREA (ha): n/a
 ADVISORY COMMITTEE? yes
 NUMBER OF MEMBERS: 10

REGISTRANTS		FINANCIAL		SERVICE	
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:		TYPE:	accessible door
Unable to Board	X	Dedicated	Oper. Cost	HOURS OF SERVICE:	Weekdays
Unable to Use	X	Non-Dedicated	\$113,574	Saturday	0800 to 1630
Other		TOTAL:	\$113,574	Sunday	
ELIGIBILITY COMMITTEE?	yes	NET OPERATING COST:	\$25,346	Holidays	
MEMBERS?	2	Provincial Share	\$88,228	CALL-INS:	min 24 hours, no max
REGISTRATION REQUIRED?	yes	Municipal Share	\$66,171	METHODS:	manually
REGISTRATION CARDS?	no	Donations	\$66,399	Registration	manually
WAITING LIST?	no			Reservations	manually
WAITING ON LIST?				Scheduling	manually
				Dispatching	manually
NUMBER OF REGISTRANTS:		ANNUAL ONE-WAY TRIPS:		FARE STRUCTURE:	
Eligible - Wheelchair	23	Eligible - Wheelchair	Dedicated	Cash	Tickets/Cards
- Ambulatory	316	- Ambulatory	2,494	Adult	\$20.00
- Temporary		Attendants/Companions	11,172	Child	\$20.00
Attendants/Companions		Other (not eligible)		Student	\$20.00
Other (not eligible)		TOTAL:	13,666	Senior	\$20.00
TOTAL:	339	TRIP TYPES:		Attendant	\$20.00
		Subscription		Companion	\$2.00
		Prebooked		Other	
		Reservation		OTHER METHODS OF PAYMENT:	
HOW OFTEN IS REG. LIST SCREENED?		Demand-Response		COMPARISON WITH CONVENTIONAL TRANSIT:	
every 2 or 3 years		UNACCOMMODATED TRIP REQUESTS:	34%	Conventional Hours	longer
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:	7%	Fare Structure	different, \$1.35
VISITORS ELIGIBLE?	yes	NO-SHOWS:	45%		
			15%		
			2		
			359		
			33		

VEHICLES				EMPLOYEES			
VEHICLE TYPES:				NUMBER OF EMPLOYEES:			
S-Wagon/Sedan	Wheelchair Capacity	Ambulatory Capacity	Average Age	Revenue	42,135	Full Time	1
Modified Vans	2	5	8	Total	46,035	Part Time	2
Small Buses				ANNUAL HOURS:			
Purpose-Built				Revenue	3,095		
Other				Total	3,380		
TOTAL VEHICLES	2			IS NON-DEDICATED SERVICE AVAILABLE?	no	TOTAL	2
Ownership:	non-profit organiz			NO. OF OPERATORS:		UNIONS:	
Maintenance:	non-profit organiz					Specialized	no
				PAYMENT METHOD:		Conventional	CUPE local 24
FLEET DISTRIBUTION:						MAXIMUM WAGE RATES:	
Peak Day	6-9	9-11	11-2	4-6	9-12	12+	Specialized
Saturday	2	2	2				\$12.00
Sunday							Conventional
Holidays							\$13.56
							\$15.71
							Operators
							Maintenance
PERFORMANCE INDICATORS				SERVICE UTILIZATION:			
FINANCIAL:				Trips/Hour			
R/C = Op.Revenue/Op.Cost	22.3%	Registants/Capita		0.0136	Kilometres/Hour		
Net Operating Cost/Capita	\$3.53	Revenue Vehicle Hours/Capita		0.1238	Average Kilometres/Trip		
Municipal Net Cost/Capita		Trips/Capita		0.5466	Trips/Registrant		
Share of Net Cost		Trips by Non-Dedicated Service			Unaccommodated Trip Requests		
- Provincial	75%	EFFECTIVENESS:			Cancellations		
- Municipal	25%	Cost/Trip		\$8.31	No-Shows		
(incl. donations)		- Dedicated					
		- Non-Dedicated					
EFFICIENCY (Dedicated Service Only):				VEHICLE UTILIZATION (Dedicated Service Only):			
Cost/Hour	\$36.70	LABOUR PRODUCTIVITY:			Revenue Hours/Vehicle		
Cost/Kilometre	\$2.70	Hours/Operator		1,548	Kilometres/Vehicle		
Maintenance Cost/Kilometre	\$0.24						

Peterborough (City) Handi Van		SERVICE OPERATED BY: municipallity	SERVICE STARTED IN: September	1976
		MUNICIPAL CONTACT: Jim Kimble	POPULATION SERVED:	70,000
		(705) 748-8895	SERVICE AREA (ha):	5,332
		OPERATIONS CONTACT: Jack Spafford	ADVISORY COMMITTEE?	yes
		(705) 745-0525	NUMBER OF MEMBERS:	10
REGISTRANTS		FINANCIAL		
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:		
Unable to Board	X	Oper. Cost	Revenue	
Unable to Use	X	\$574,967		
Other		\$6,594		
ELIGIBILITY COMMITTEE?		\$581,561	\$56,417	
MEMBERS?	no			
eligibility determined by admin. staff				
REGISTRATION REQUIRED?		NET OPERATING COST:		
REGISTRATION CARDS?	yes	Provincial Share		
WAITING LIST?	yes	Municipal Share		
WAITING ON LIST?	no	Donations		
NUMBER OF REGISTRANTS:		ANNUAL ONE-WAY TRIPS:		
Eligible - Wheelchair	386	Eligible - Wheelchair	Dedicated	Non-Ded.
- Ambulatory	533	- Ambulatory	20,439	124
- Temporary	3	Attendants/Companions	28,223	357
Attendants/Companions		Other (not eligible)	3,236	29
Other (not eligible)		TOTAL:	48,662	481
TOTAL:	922	TRIP TYPES:		
HOW OFTEN IS REG. LIST SCREENED?		Subscription		
every 4 or 5 years		Prebooked		
COMPANIONS ALLOWED IF SPACE?	yes	Reservation		
VISITORS ELIGIBLE?	yes	Demand-Response		
UNACCOMMODATED TRIP REQUESTS:		1%		
CANCELLED TRIPS:		5,175		
NO-SHOWS:		583		
OTHER METHODS OF PAYMENT:		COMPARISON WITH CONVENTIONAL TRANSIT:		
Cash		Conventional Hours		
Adult		Fare Structure		
Child		shorter		
Student		same as adult		
Senior				
Attendant				
Companion				
Other				
Tickets/Cards				
Monthly Pass				
\$1.35		\$50.00		
\$0.90		\$24.00		
\$1.35		\$39.00		
\$1.35		\$12.50		
\$1.35				
\$1.35				

Peterborough (County)
Senior Citizens Council -
Caremobile

SERVICE OPERATED BY: non-profit organization		SERVICE STARTED IN: January 1992	
MUNICIPAL CONTACT: Bryce McLean		POPULATION SERVED: 48,165	
(705) 743-0380		SERVICE AREA (ha): 388,943	
OPERATIONS CONTACT: Barbara Beck		ADVISORY COMMITTEE? yes	
(705) 742-7067		NUMBER OF MEMBERS:	

REGISTRANTS		FINANCIAL		SERVICE	
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:		TYPE:	door to door
Unable to Board		Oper. Cost	Revenue	HOURS OF SERVICE:	
Unable to Use		\$50,062		Weekdays	0830 to 1700
Other				Saturday	
ELIGIBILITY COMMITTEE?	no	\$50,062	\$6,383	Sunday	
MEMBERS?				Holidays	
eligibility determined by staff/medical health professional				CALL-INS:	min 24 hrs, max. 60 days
REGISTRATION REQUIRED?	yes		\$43,679	METHODS:	
REGISTRATION CARDS?	yes		\$21,013	Registration	manually
WAITING LIST?	no			Reservations	manually
WAITING ON LIST?			\$4,627	Scheduling	manually
				Dispatching	manually
NUMBER OF REGISTRANTS:		ANNUAL ONE-WAY TRIPS:		FARE STRUCTURE:	
Eligible - Wheelchair	38	Dedicated	1,300	Cash	Tickets/Cards
- Ambulatory	40%	Eligible - Wheelchair		Adult	Monthly Pass
- Temporary	57	- Ambulatory	697	Child	
Attendants/Companions	60%	Attendants/Companions	143	Student	
Other (not eligible)		Other (not eligible)		Senior	
TOTAL:		TOTAL:	1,997	Attendant	
TRIP TYPES:				Companion	
Subscription				Other	
Prebooked				OTHER METHODS OF PAYMENT:	
Reservation				\$5.00 to \$10.00 per round trip depending on distance travelled.	
Demand-Response				COMPARISON WITH CONVENTIONAL TRANSIT:	
UNACCOMMODATED TRIP REQUESTS:				Conventional Hours	
CANCELLED TRIPS:				Fare Structure	
NO-SHOWS:					
HOW OFTEN IS REG. LIST SCREENED?		95			
COMPANIONS ALLOWED IF SPACE?	yes				
VISITORS ELIGIBLE?	yes				

VEHICLES										EMPLOYEES			
VEHICLE TYPES:		Number	Wheelchair Capacity	Ambulatory Capacity	Average Age	ANNUAL KILOMETRES:		NUMBER OF EMPLOYEES:		Part Time			
S-Wagon/Sedan						Revenue	61,408	Operators	Full Time	1			
Modified Vans						Total	64,108	Office		1			
Small Buses	1	2	12	3		ANNUAL HOURS:	1,697	Mainten.					
Purpose-Built						Revenue	1,883	Admin.		1			
Other						Total		Volun.					
TOTAL VEHICLES	1					IS NON-DEDICATED SERVICE AVAILABLE?	no	TOTAL		3			
Ownership:	municipality/non-profit organization					NO. OF OPERATORS:		UNIONS:					
Maintenance:	contract operator/County roads dept.							Specialized	no				
								Conventional					
FLEET DISTRIBUTION:						PAYMENT METHOD:	(ie. flat rate, hourly, per km etc.)	MAXIMUM WAGE RATES:					
Peak Day	6-9	9-11	11-2	2-4	4-6	6-9	9-12	12 +	Specialized	\$13.31			
Saturday	1	1	1	1	1				Operators				
Sunday									Maintenance				
Holidays													
						PAYMENT VERIFICATION:							
PERFORMANCE INDICATORS													
FINANCIAL:										SERVICE UTILIZATION:			
R/C = Op.Revenue/Op.Cost	12.8%	Registrants/Capita				0.0020	Trips/Hour				1.18		
Net Operating Cost/Capita	\$0.91	Revenue Vehicle Hours/Capita				0.0352	Kilometres/Hour				36.19		
Municipal Net Cost/Capita		Trips/Capita				0.0415	Average Kilometres/Trip				30.75		
Share of Net Cost		Trips by Non-Dedicated Service					Trips/Registrant				21.02		
- Provincial	50%	EFFECTIVENESS:					Unaccommodated Trip Requests				0.50%		
- Municipal	50%	Cost/Trip					Cancellations				5.01%		
(incl. donations)		- Dedicated					No-Shows						
		- Non-Dedicated											
EFFICIENCY (Dedicated Service Only):										VEHICLE UTILIZATION (Dedicated Service Only):			
Cost/hour	\$29.50	LABOUR PRODUCTIVITY:					Revenue Hours/Vehicle				1,697		
Cost/Kilometre	\$0.82	Hours/Operator					Kilometres/Vehicle				61,408		
Maintenance Cost/Kilometre	\$0.07												

Pickering
No Data Received

SERVICE OPERATED BY: MUNICIPAL CONTACT: OPERATIONS CONTACT:		SERVICE STARTED IN: POPULATION SERVED: SERVICE AREA (ha): ADVISORY COMMITTEE? NUMBER OF MEMBERS:	
REGISTRANTS	SERVICE		
LOCAL ELIGIBILITY CRITERION: Unable to Board Unable to Use Other	TYPE: HOURS OF SERVICE: Weekdays Saturday Sunday Holidays		
ELIGIBILITY COMMITTEE? MEMBERS?	CALL-INS: METHODS: Registration Reservations Scheduling Dispatching		
REGISTRATION REQUIRED? REGISTRATION CARDS? WAITING LIST? WAITING ON LIST?	FARE STRUCTURE: Cash Tickets/Cards Monthly Pass		
NUMBER OF REGISTRANTS: Eligible - Wheelchair - Ambulatory - Temporary Attendants/Companions Other (not eligible) TOTAL:	Adult Child Student Senior Attendant Companion Other		
HOW OFTEN IS REG. LIST SCREENED? COMPANIONS ALLOWED IF SPACE? VISITORS ELIGIBLE?	OTHER METHODS OF PAYMENT: COMPARISON WITH CONVENTIONAL TRANSIT: Conventional Hours Fare Structure		
FINANCIAL			
OPERATING COSTS AND REVENUES:			
Dedicated Non-Dedicated TOTAL:		Oper. Cost Revenue	
NET OPERATING COST:			
Provincial Share Municipal Share Donations			
ANNUAL ONE-WAY TRIPS:		Dedicated Non-Ded.	
Eligible - Wheelchair - Ambulatory Attendants/Companions Other (not eligible) TOTAL:			
TRIP TYPES:			
Subscription Prebooked Reservation Demand-Response			
UNACCOMMODATED TRIP REQUESTS: CANCELLED TRIPS: NO-SHOWS:			

VEHICLES				EMPLOYEES			
VEHICLE TYPES:		ANNUAL KILOMETRES:		NUMBER OF EMPLOYEES:		Part Time	
S-Wagon/Sedan	Average	Revenue		Full Time			
Modified Vans	Age	Total					
Small Buses	Capacity	ANNUAL HOURS:		Operators			
Purpose-Built	Capacity	Revenue		Office			
Other		Total		Mainten.			
TOTAL VEHICLES		IS NON-DEDICATED SERVICE AVAILABLE?		Admin.			
				Volun.			
				TOTAL			
Ownership:		NO. OF OPERATORS:		UNIONS:			
Maintenance:				Specialized			
		PAYMENT METHOD:		Conventional			
		(ie. flat rate, hourly, per km etc.)		MAXIMUM WAGE RATES:			
		6-9 9-11 11-2 2-4 4-6 6-9 9-12 12+		Specialized		Conventional	
Peak Day				Operators			
Saturday				Maintenance			
Sunday							
Holidays							
FLEET DISTRIBUTION:				PAYMENT VERIFICATION:			
6-9 9-11 11-2 2-4 4-6 6-9 9-12 12+							
Peak Day							
Saturday							
Sunday							
Holidays							
FINANCIAL:				SERVICE UTILIZATION:			
R/C = Op. Revenue/Op. Cost				Trips/Hour			
Net Operating Cost/Capita				Kilometres/Hour			
Municipal Net Cost/Capita				Average Kilometres/Trip			
Share of Net Cost				Trips/Registrant			
- Provincial				Unaccommodated Trip Requests			
- Municipal				Cancellations			
(incl. donations)				No-Shows			
EFFICIENCY (Dedicated Service Only):				VEHICLE UTILIZATION (Dedicated Service Only):			
Cost/Hour				Revenue Hours/Vehicle			
Cost/Kilometre				Kilometres/Vehicle			
Maintenance Cost/Kilometre							

Port Hope

SERVICE OPERATED BY: private contractor
MUNICIPAL CONTACT: Barbara Shepard
(905) 885-4544
OPERATIONS CONTACT:
SERVICE STARTED IN: 1986
POPULATION SERVED: 12,500
SERVICE AREA (ha): n/a
ADVISORY COMMITTEE? yes

NUMBER OF MEMBERS:

REGISTRANTS		FINANCIAL		SERVICE	
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:		TYPE:	door to door
Unable to Board	X	Dedicated	Oper. Cost	HOURS OF SERVICE:	Weekdays
Unable to Use		Non-Dedicated	\$71,552	Saturday	0815 to 1700
Other		TOTAL:	\$71,552	Sunday	
ELIGIBILITY COMMITTEE?	no	NET OPERATING COST:	\$13,820	Holidays	
MEMBERS?		Provincial Share	\$57,732	CALL-INS:	no min, no max
REGISTRATION REQUIRED?	yes	Municipal Share	\$35,000	METHODS:	manually
REGISTRATION CARDS?	yes	Donations	\$22,732	Registration	manually
WAITING LIST?	no	ANNUAL ONE-WAY TRIPS:	Dedicated	Reservations	manually
WAITING ON LIST?		Eligible - Wheelchair	1,156	Scheduling	manually
		- Ambulatory	1,777	Dispatching	manually
		Attendants/Companions	773	FARE STRUCTURE:	
		Other (not eligible)	79	Cash	Tickets/Cards
		TOTAL:	2,933	Adult	Monthly Pass
				Child	\$1.00
				Student	\$1.00
				Senior	\$1.00
				Attendant	\$1.00
				Companion	\$1.00
				Other	\$1.00
				OTHER METHODS OF PAYMENT:	
HOW OFTEN IS REG. LIST SCREENED?		TRIP TYPES:		COMPARISON WITH CONVENTIONAL TRANSIT:	
annually		Subscription		Conventional Hours	longer
COMPANIONS ALLOWED IF SPACE?	yes	Prebooked		Fare Structure	different, \$0.75
VISITORS ELIGIBLE?	yes	Reservation			
		Demand-Response			
		UNACCOMMODATED TRIP REQUESTS:			
		CANCELLED TRIPS:			
		NO-SHOWS:			

VEHICLES				EMPLOYEES			
VEHICLE TYPES:		ANNUAL KILOMETRES:		NUMBER OF EMPLOYEES:		Part Time	
S-Wagon/Sedan	Wheelchair Capacity	Ambulatory Capacity	Average Age	21,447	Full Time	1	
Modified Vans	1	5	5	21,447	Operators		
Small Buses	1	5	5	2,340	Office		
Purpose-Built				2,340	Mainten.		
Other					Admin.		
TOTAL VEHICLES		2		TOTAL			
Ownership:		municipality		1			
Maintenance:		operator		UNIONS:			
				Specialized no			
				Conventional			
FLEET DISTRIBUTION:		IS NON-DEDICATED SERVICE AVAILABLE?		MAXIMUM WAGE RATES:			
6-9	9-11	11-2	2-4	4-6	6-9	9-12	12+
1				1			
Peak Day					NO. OF OPERATORS:		
Saturday					PAYMENT METHOD:		
Sunday					(ie. flat rate, hourly, per km etc.)		
Holidays					PAYMENT VERIFICATION:		
PERFORMANCE INDICATORS				SERVICE UTILIZATION:			
FINANCIAL:				Trips/Hour			
R/C = Op./Revenue/Op. Cost				0.1872			
Net Operating Cost/Capita				0.2346			
Municipal Net Cost/Capita				Average Kilometres/Trip			
Share of Net Cost				Trips/Registrant			
- Provincial				Unaccommodated Trip Requests			
- Municipal				Cancellations			
(incl. donations)				No-Shows			
EFFECTIVENESS:				\$24.40			
Cost/Trip							
- Dedicated							
- Non-Dedicated							
EFFICIENCY (Dedicated Service Only):				VEHICLE UTILIZATION (Dedicated Service Only):			
Cost/Hour				Revenue Hours/Vehicle			
\$30.58				1,170			
Cost/Kilometre				Kilometres/Vehicle			
\$3.34				2,340			
Maintenance Cost/Kilometre				10,724			
\$0.35							

Rainy River

No Data Received

SERVICE OPERATED BY:
MUNICIPAL CONTACT:
OPERATIONS CONTACT:

SERVICE STARTED IN:
POPULATION SERVED:
SERVICE AREA (ha):
ADVISORY COMMITTEE?
NUMBER OF MEMBERS:

REGISTRANTS	FINANCIAL	SERVICE
LOCAL ELIGIBILITY CRITERION: Unable to Board Unable to Use Other	OPERATING COSTS AND REVENUES: <u>Oper. Cost</u> <u>Revenue</u>	TYPE: HOURS OF SERVICE: Weekdays Saturday Sunday Holidays CALL-INS: METHODS: Registration Reservations Scheduling Dispatching FARE STRUCTURE: <u>Cash</u> <u>Tickets/Cards</u> <u>Monthly Pass</u>
ELIGIBILITY COMMITTEE? MEMBERS?	Dedicated Non-Dedicated TOTAL: NET OPERATING COST: Provincial Share Municipal Share Donations	
REGISTRATION REQUIRED? REGISTRATION CARDS? WAITING LIST? WAITING ON LIST?	ANNUAL ONE-WAY TRIPS: Eligible - Wheelchair - Ambulatory Attendants/Companions Other (not eligible) TOTAL:	
NUMBER OF REGISTRANTS: Eligible - Wheelchair - Ambulatory - Temporary Attendants/Companions Other (not eligible) TOTAL:	TRIP TYPES: Subscription Prebooked Reservation Demand-Response UNACCOMMODATED TRIP REQUESTS: CANCELLED TRIPS: NO-SHOWS:	OTHER METHODS OF PAYMENT: Adult Child Student Senior Attendant Companion Other
HOW OFTEN IS REG. LIST SCREENED? COMPANIONS ALLOWED IF SPACE? VISITORS ELIGIBLE?		COMPARISON WITH CONVENTIONAL TRANSIT: Conventional Hours Fare Structure

VEHICLES				EMPLOYEES			
VEHICLE TYPES:				NUMBER OF EMPLOYEES:			
S-Wagon/Sedan				Full Time			
Modified Vans				Part Time			
Small Buses				Operators			
Purpose-Built				Office			
Other				Mainten.			
TOTAL VEHICLES				Admin.			
Ownership:				Volun.			
Maintenance:				TOTAL			
FLEET DISTRIBUTION:				UNIONS:			
6-9 9-11 11-2 2-4 4-6 6-9 9-12 12 +				Specialized			
Peak Day				Conventional			
Saturday				MAXIMUM WAGE RATES:			
Sunday				Specialized			
Holidays				Conventional			
PAYMENT METHOD:				Operators			
(ie. flat rate, hourly, per km etc.)				Maintenance			
PAYMENT VERIFICATION:							
PERFORMANCE INDICATORS				SERVICE UTILIZATION:			
FINANCIAL:				Trips/Hour			
R/C = Op. Revenue/Op. Cost				Kilometres/Hour			
Net Operating Cost/Capita				Average Kilometres/Trip			
Municipal Net Cost/Capita				Trips/Registrant			
Share of Net Cost				Unaccommodated Trip Requests			
- Provincial				Cancellations			
- Municipal				No-Shows			
(incl. donations)				VEHICLE UTILIZATION (Dedicated Service Only):			
EFFICIENCY (Dedicated Service Only):				Revenue Hours/Vehicle			
Cost/Hour				Kilometres/Vehicle			
Cost/Kilometre							
Maintenance Cost/Kilometre							

Renfrew Sunshine Coach Service

SERVICE OPERATED BY: non-profit organization
 MUNICIPAL CONTACT: W.J. McMahon
 (613) 432-4848
 OPERATIONS CONTACT: Ted Fraser
 (613) 432-2134

SERVICE STARTED IN: March 1985
 POPULATION SERVED: 11,000
 SERVICE AREA (ha): 92,103
 ADVISORY COMMITTEE? yes
 NUMBER OF MEMBERS: 14

REGISTRANTS		FINANCIAL		SERVICE	
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:		TYPE:	
Unable to Board			Oper. Cost	accessible door	
Unable to Use			\$149,394	0800 to 1630	
Other			\$690	on availability	
ELIGIBILITY COMMITTEE?		TOTAL:		HOURS OF SERVICE:	
MEMBERS?	no	\$150,084		Weekdays	
medical/health professional		\$76,208		Saturday	
REGISTRATION REQUIRED?	yes	NET OPERATING COST:		Sunday	
REGISTRATION CARDS?	no	Provincial Share		Holidays	
WAITING LIST?	no	Municipal Share		CALL-INS:	
WAITING ON LIST?		Donations		METHODS:	
NUMBER OF REGISTRANTS:		ANNUAL ONE-WAY TRIPS:		Registration	
Eligible - Wheelchair	125	Eligible - Wheelchair		Reservations	
- Ambulatory	48%	- Ambulatory		Scheduling	
- Temporary	125	Attendants/Companions		Dispatching	
Attendants/Companions	48%	Other (not eligible)		FARE STRUCTURE:	
Other (not eligible)	10	TOTAL:		Cash	
TOTAL:	260	10,845		Tickets/Cards	
HOW OFTEN IS REG. LIST SCREENED?		TRIP TYPES:		Monthly Pass	
every 2 or 3 years		Subscription		\$22.50	
COMPANIONS ALLOWED IF SPACE?	yes	Prebooked		\$22.50	
VISITORS ELIGIBLE?	yes	Reservation		\$22.50	
		Demand-Response		\$22.50	
		UNACCOMMODATED TRIP REQUESTS:			
		CANCELLED TRIPS:		OTHER METHODS OF PAYMENT:	
		NO-SHOWS:		charge accounts for institutions only	
				COMPARISON WITH CONVENTIONAL TRANSIT:	
				Conventional Hours longer	
				Fare Structure No Conv. Service	

VEHICLES				EMPLOYEES			
VEHICLE TYPES:		Number	Wheelchair Capacity	Ambulatory Capacity	Average Age	ANNUAL KILOMETRES:	
S-Wagon/Sedan						Revenue	
Modified Vans		2	4	7	1	Total	
Small Buses		1	4	8	10	ANNUAL HOURS:	
Purpose-Built						Revenue	
Other						Total	
TOTAL VEHICLES		3				IS NON-DEDICATED SERVICE AVAILABLE?	yes
Ownership:		non-profit organiz				NO. OF OPERATORS:	1
Maintenance:		operator				PAYMENT METHOD:	
FLEET DISTRIBUTION:						(ie. flat rate, hourly, per km etc.)	
Peak Day	6-9	9-11	11-2	2-4	4-6	9-12	12 +
Saturday	3	2	3	3			
Sunday		1	1	1			
Holidays							
TOTAL		3				UNIONS:	
						Specialized	no
						Conventional	no
MAXIMUM WAGE RATES:						Specialized	\$11.34
						Operators	n/a
						Maintenance	n/a
						Conventional	n/a
						Part Time	1
						Full Time	2.5
						Operators	0.5
						Office	
						Mainten.	
						Admin.	
						Volun.	
						TOTAL	3
						UNIONS:	1
						Specialized	no
						Conventional	no
						Specialized	\$11.34
						Operators	n/a
						Maintenance	n/a
						Conventional	n/a
						Part Time	1
						Full Time	2.5
						Operators	0.5
						Office	
						Mainten.	
						Admin.	
						Volun.	
						TOTAL	3
						UNIONS:	1
						Specialized	no
						Conventional	no
						Specialized	\$11.34
						Operators	n/a
						Maintenance	n/a
						Conventional	n/a
						Part Time	1
						Full Time	2.5
						Operators	0.5
						Office	
						Mainten.	
						Admin.	
						Volun.	
						TOTAL	3
						UNIONS:	1
						Specialized	no
						Conventional	no
						Specialized	\$11.34
						Operators	n/a
						Maintenance	n/a
						Conventional	n/a
						Part Time	1
						Full Time	2.5
						Operators	0.5
						Office	
						Mainten.	
						Admin.	
						Volun.	
						TOTAL	3
						UNIONS:	1
						Specialized	no
						Conventional	no
						Specialized	\$11.34
						Operators	n/a
						Maintenance	n/a
						Conventional	n/a
						Part Time	1
						Full Time	2.5
						Operators	0.5
						Office	
						Mainten.	
						Admin.	
						Volun.	
						TOTAL	3
						UNIONS:	1
						Specialized	no
						Conventional	no
						Specialized	\$11.34
						Operators	n/a
						Maintenance	n/a
						Conventional	n/a
						Part Time	1
						Full Time	2.5
						Operators	0.5
						Office	
						Mainten.	
						Admin.	
						Volun.	
						TOTAL	3
						UNIONS:	1
						Specialized	no
						Conventional	no
						Specialized	\$11.34
						Operators	n/a
						Maintenance	n/a
						Conventional	n/a
						Part Time	1
						Full Time	2.5
						Operators	0.5
						Office	
						Mainten.	
						Admin.	
						Volun.	
						TOTAL	3
						UNIONS:	1
						Specialized	no
						Conventional	no
						Specialized	\$11.34
						Operators	n/a
						Maintenance	n/a
						Conventional	n/a
						Part Time	1
						Full Time	2.5
						Operators	0.5
						Office	
						Mainten.	
						Admin.	
						Volun.	
						TOTAL	3
						UNIONS:	1
						Specialized	no
						Conventional	no
						Specialized	\$11.34
						Operators	n/a
						Maintenance	n/a
						Conventional	n/a
						Part Time	1
						Full Time	2.5
						Operators	0.5
						Office	
						Mainten.	
						Admin.	
						Volun.	
						TOTAL	3
						UNIONS:	1
						Specialized	no
						Conventional	no
						Specialized	\$11.34
						Operators	n/a
						Maintenance	n/a
						Conventional	n/a
						Part Time	1
						Full Time	2.5
						Operators	0.5
						Office	
						Mainten.	
						Admin.	
						Volun.	
						TOTAL	3
						UNIONS:	1
						Specialized	no
						Conventional	no
						Specialized	\$11.34
						Operators	n/a
						Maintenance	n/a
						Conventional	n/a
						Part Time	1
						Full Time	2.5
						Operators	0.5
						Office	
						Mainten.	
						Admin.	
						Volun.	
						TOTAL	3
						UNIONS:	1
						Specialized	no
						Conventional	no
						Specialized	\$11.34
						Operators	n/a
						Maintenance	n/a
						Conventional	n/a
						Part Time	1
						Full Time	2.5
						Operators	0.5
						Office	
						Mainten.	
						Admin.	
						Volun.	
						TOTAL	3
						UNIONS:	1
						Specialized	no
						Conventional	no
						Specialized	\$11.34
						Operators	n/a
						Maintenance	n/a
						Conventional	n/a
						Part Time	1
						Full Time	2.5
						Operators	0.5
						Office	
						Mainten.	
						Admin.	
						Volun.	
						TOTAL	3
						UNIONS:	1
						Specialized	no
						Conventional	no
						Specialized	\$11.34
						Operators	n/a
						Maintenance	n/a

**Richmond Hill
Mobility Bus**

SERVICE OPERATED BY: municipality
MUNICIPAL CONTACT: W.J. Newton
(905) 771-2477
OPERATIONS CONTACT: A. Evans
(905) 771-2419

SERVICE STARTED IN: June 1980
POPULATION SERVED: 81,968
SERVICE AREA (ha): 1,950
ADVISORY COMMITTEE? yes
NUMBER OF MEMBERS: 8

REGISTRANTS		FINANCIAL		SERVICE	
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:		TYPE:	
Unable to Board	X	Dedicated	Oper. Cost	HOURS OF SERVICE:	accessible door
Unable to Use	X	Non-Dedicated	\$142,043	Weekdays	0700 to 1900
Other		TOTAL:	\$39,618	Saturday	
ELIGIBILITY COMMITTEE?	yes		\$181,661	Sunday	
MEMBERS?	8	NET OPERATING COST:		Holidays	
REGISTRATION REQUIRED?	yes	Provincial Share	\$167,909	CALL-INS:	no min, max 30 days
REGISTRATION CARDS?	yes	Municipal Share	\$100,887	METHODS:	
WAITING LIST?	no	Donations	\$67,022	Registration	manually
WAITING ON LIST?				Reservations	manually
				Scheduling	manually
				Dispatching	manually
NUMBER OF REGISTRANTS:		ANNUAL ONE-WAY TRIPS:		FARE STRUCTURE:	
Eligible - Wheelchair	366	Eligible - Wheelchair	Dedicated	Cash	Tickets/Cards
- Ambulatory	858	- Ambulatory	2,548	Adult	\$1.50
- Temporary	48	Attendants/Companions	8,067	Child	\$0.90
Attendants/Companions		Other (not eligible)	4,268	Student	\$1.25
Other (not eligible)		TOTAL:	10,615	Senior	\$0.90
TOTAL:	1,272	TRIP TYPES:		Other	
		Subscription		Companion	
		Prebooked		Other	
		Reservation		OTHER METHODS OF PAYMENT:	
		Demand-Response		COMPARISON WITH CONVENTIONAL TRANSIT:	
HOW OFTEN IS REG. LIST SCREENED?	annually	UNACCOMMODATED TRIP REQUESTS:		Conventional Hours	same
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:		Fare Structure	same
VISITORS ELIGIBLE?	yes	NO-SHOWS:			

VEHICLES				EMPLOYEES			
VEHICLE TYPES:				NUMBER OF EMPLOYEES:			
S-Wagon/Sedan	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age	Revenue	53,089	Part Time
Modified Vans					Total	58,873	
Small Buses					ANNUAL HOURS:		
Purpose-Built	2	3	13	4	Revenue	4,011	1
Other					Total	4,263	1
TOTAL VEHICLES	2				IS NON-DEDICATED SERVICE AVAILABLE?		2
Ownership:	municipality				yes		
Maintenance:	municipality				NO. OF OPERATORS:	1	
FLEET DISTRIBUTION:					PAYMENT METHOD:		
Peak Day	6-9 1	9-11 2	11-2 2	2-4 2	(ie. flat rate, hourly, per km etc.)		
Saturday				4-6 1	meter rate		
Sunday				6-9 1			
Holidays					PAYMENT VERIFICATION:		
					chit issued, verified with records		
PERFORMANCE INDICATORS				MAXIMUM WAGE RATES:			
FINANCIAL:				Specialized	Specialized	\$15.26	Conventional
R/C = Op. Revenue/Op. Cost	7.6%			Operators	Operators	\$17.16	
Net Operating Cost/Capita	\$2.05			Maintenance	Maintenance		
Municipal Net Cost/Capita	\$0.82						
Share of Net Cost							
- Provincial	60%						
- Municipal	40%						
(incl. donations)							
EFFICIENCY (Dedicated Service Only):							
Cost/Hour	\$35.41						
Cost/Kilometre	\$2.68						
Maintenance Cost/Kilometre	\$0.10						
SERVICE UTILIZATION:				VEHICLE UTILIZATION (Dedicated Service Only):			
Registrants/Capita	0.0155			Revenue Hours/Vehicle	Revenue Hours/Vehicle	2,006	26,545
Revenue Vehicle Hours/Capita	0.0489			Kilometres/Vehicle	Kilometres/Vehicle		
Trips/Capita	0.1934						
Trips by Non-Dedicated Service	33%						
EFFECTIVENESS:							
Cost/Trip	\$13.38						
- Dedicated	\$7.57						
- Non-Dedicated							
LABOUR PRODUCTIVITY:							
Hours/Operator	2,006						

Sarnia**Care-A-Van**

SERVICE OPERATED BY: municipality
 MUNICIPAL CONTACT: Lorraine Oliver
 (519) 336-3271
 OPERATIONS CONTACT: Jim Stevens
 (519) 336-3789

SERVICE STARTED IN: April 1981
 POPULATION SERVED: 74,323
 SERVICE AREA (ha): 5,000
 ADVISORY COMMITTEE? no
 NUMBER OF MEMBERS:

REGISTRANTS		FINANCIAL		SERVICE
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:		TYPE: accessible door
Unable to Board	X	Dedicated	Oper. Cost	HOURS OF SERVICE:
Unable to Use		Non-Dedicated	\$350,162	Weekdays 0730 to 2145
Other		TOTAL:	\$350,162	Saturday 00830 to 1700
ELIGIBILITY COMMITTEE?	no	NET OPERATING COST:	\$44,755	Sunday
MEMBERS?		Provincial Share	\$305,407	Holidays
eligibility determined by staff		Municipal Share	\$160,085	CALL-INS: min 24 hours, max 6 days
REGISTRATION REQUIRED?	yes	Donations	\$145,322	METHODS:
REGISTRATION CARDS?	yes			Registration computer assisted
WAITING LIST?	no			Reservations computer assisted
WAITING ON LIST?				Scheduling computer assisted
				Dispatching manually
NUMBER OF REGISTRANTS:		ANNUAL ONE-WAY TRIPS:	Dedicated	FARE STRUCTURE:
Eligible - Wheelchair	521	Eligible - Wheelchair	6,006	Cash Tickets/Cards Monthly Pass
- Ambulatory	35%	- Ambulatory	18,927	\$1.25 20\$21.50 \$45.50
- Temporary	65%	Attendants/Companions	1,289	Adult 20\$15.00 \$32.00
Attendants/Companions	979	Other (not eligible)	24,933	Student Senior Purchased by Finance Dept. at full rate, sold
TOTAL:	1,500	TOTAL:		Attendee to seniors at 1/2 rate.
HOW OFTEN IS REG. LIST SCREENED?		TRIP TYPES:		Companion
annually		Subscription		Other
COMPANIONS ALLOWED IF SPACE?	yes	Prebooked		OTHER METHODS OF PAYMENT:
VISITORS ELIGIBLE?	yes	Reservation		COMPARISON WITH CONVENTIONAL TRANSIT:
		Demand-Response		Conventional Hours same
		UNACCOMMODATED TRIP REQUESTS:	142	Fare Structure same
		CANCELLED TRIPS:	1,993	
		NO-SHOWS:	177	

VEHICLES				EMPLOYEES			
VEHICLE TYPES:				NUMBER OF EMPLOYEES:			
S-Wagon/Sedan	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age	ANNUAL KILOMETRES:	Full Time	Part Time
Modified Vans					Revenue	4	
Small Buses					Total	1	
Purpose-Built	5	3	9	4	Revenue		
Other					Total	0.5	1
TOTAL VEHICLES				5	TOTAL		
Ownership: municipality					UNIONS:		
Maintenance: municipality					Specialized		
					Conventional		
FLEET DISTRIBUTION:				MAXIMUM WAGE RATES:			
Peak Day	6-9	9-11	11-2	2-4	4-6	6-9	9-12
Saturday	3	4	4	3	2	1	1
Sunday	1	1	1	1	1		
Holidays							
				UNIONS:			
				Specialized			
				Conventional			
				MAXIMUM WAGE RATES:			
				Specialized			
				Conventional			
				OPERATORS			
				Maintenance			
				SERVICE UTILIZATION:			
				Trips/Hour			
				Kilometres/Hour			
				Average Kilometres/Trip			
				Trips/Registrant			
				Unaccommodated Trip Requests			
				Cancellations			
				No-Shows			
				VEHICLE UTILIZATION (Dedicated Service Only):			
				Revenue Hours/Vehicle			
				Kilometres/Vehicle			
				2,141			
				27,642			
PERFORMANCE INDICATORS				PERFORMANCE INDICATORS			
FINANCIAL:				SERVICE:			
R/C = Op. Revenue/Op. Cost	12.8%			Registrants/Capita			
Net Operating Cost/Capita	\$4.11			Revenue Vehicle Hours/Capita			
Municipal Net Cost/Capita	\$1.96			Trips/Capita			
Share of Net Cost	52%			Trips by Non-Dedicated Service			
- Provincial	48%			EFFECTIVENESS:			
- Municipal	(incl. donations)			Cost/Trip			
				- Dedicated			
				- Non-Dedicated			
EFFICIENCY (Dedicated Service Only):				LABOUR PRODUCTIVITY:			
Cost/Hour	\$40.89			Hours/Operator			
Cost/Kilometre	\$2.53						
Maintenance Cost/Kilometre	\$0.33						

VEHICLES										EMPLOYEES			
VEHICLE TYPES:		Wheelchair Capacity		Ambulatory Capacity		ANNUAL KILOMETRES:		NUMBER OF EMPLOYEES:		Part Time			
		Average Age				Revenue Total		Full Time					
S-Wagon/Sedan						172,296		10					
Modified Vans						172,296		1					
Small Buses		7		5		9,776		1					
Purpose-Built						9,776		1					
Other								1					
TOTAL VEHICLES		7				IS NON-DEDICATED SERVICE AVAILABLE?		12		1			
Ownership:		municipality											
Maintenance:		transit authority											
FLEET DISTRIBUTION:		6-9		9-11		11-2		UNIONS:					
Peak Day		5		1		3		Specialized		UTU Local 885			
Saturday		1		2		2		Conventional		UTU Local 885			
Sunday		1		1		1		MAXIMUM WAGE RATES:					
Holidays								Specialized		\$15.50			
								Conventional		\$17.21			
								Operators		\$15.50			
								Maintenance		\$17.21			
PERFORMANCE INDICATORS										SERVICE UTILIZATION:			
FINANCIAL:										Trips/Hour			
R/C = Op.Revenue/Op.Cost										0.0146			
Net Operating Cost/Capita										0.1222			
Municipal Net Cost/Capita										0.6205			
Share of Net Cost										40%			
- Provincial										Unaccommodated Trip Requests			
- Municipal										Cancellations			
(incl. donations)										No-Shows			
EFFECTIVENESS:										\$13.93			
Cost/Trip										- Dedicated			
- Non-Dedicated										\$8.05			
EFFICIENCY (Dedicated Service Only):										VEHICLE UTILIZATION (Dedicated Service Only):			
Cost/Hour										Revenue Hours/Vehicle			
Cost/Kilometre										978			
Maintenance Cost/Kilometre										Kilometres/Vehicle			

Schreiber**Handi Transit**

SERVICE OPERATED BY: municipality
 MUNICIPAL CONTACT: A.J. Gauthier
 (807) 824-2711
 OPERATIONS CONTACT: Chris Joubert
 (805) 825-3748

SERVICE STARTED IN: February 1992
 POPULATION SERVED: 4,300
 SERVICE AREA (ha):
 ADVISORY COMMITTEE? yes
 NUMBER OF MEMBERS: 5

REGISTRANTS		FINANCIAL		SERVICE	
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:		TYPE:	
Unable to Board	X	Dedicated	Oper. Cost	accessible door	
Unable to Use		Non-Dedicated	\$29,574	0830 to 1600	
Other		TOTAL:	\$29,574	varies by need	
ELIGIBILITY COMMITTEE?		NET OPERATING COST:		varies by need	
MEMBERS?	yes	Provincial Share		varies by need	
eligibility determined by administrative staff and medical		Municipal Share		min 2 hours, max 48 days	
REGISTRATION REQUIRED?		Donations		computer-assisted	
REGISTRATION CARDS?	yes			computer-assisted	
WAITING LIST?	yes			computer-assisted	
WAITING ON LIST?	no			computer-assisted	
NUMBER OF REGISTRANTS:		ANNUAL ONE-WAY TRIPS:		FARE STRUCTURE:	
Eligible - Wheelchair	6	Eligible - Wheelchair	Dedicated	Cash	Tickets/Cards
- Ambulatory	8%	- Ambulatory	651	\$1.50	\$1.50
- Temporary	74	Attendants/Companions	7		
Attendants/Companions	93%	Other (not eligible)	3		
Other (not eligible)		TOTAL:	658		
TOTAL:	80	TRIP TYPES:		Adult	Child
HOW OFTEN IS REG. LIST SCREENED?	annually	Subscription		Student	Senior
COMPANIONS ALLOWED IF SPACE?	yes	Prebooked		Senior	Attendant
VISITORS ELIGIBLE?	yes	Reservation		Companion	Other
		Demand-Response		OTHER METHODS OF PAYMENT:	
		UNACCOMMODATED TRIP REQUESTS:		CONPARISON WITH CONVENTIONAL TRANSIT:	
		CANCELLED TRIPS:		Conventional Hours	
		NO-SHOWS:		Fare Structure	
				No Conv. Service	
				no conv. service	

VEHICLES				EMPLOYEES			
VEHICLE TYPES:	Wheelchair Capacity	Ambulatory Capacity	Average Age	ANNUAL KILOMETRES: Revenue Total	ANNUAL HOURS: Revenue Total	NUMBER OF EMPLOYEES: Full Time Part Time	
S-Wagon/Sedan				14,900		2	
Modified Vans				15,000			
Small Buses	1	10		1,200		0.5	
Purpose-Built				1,200			
Other							
TOTAL VEHICLES	1					2.5	
Ownership:	contracted operator						
Maintenance:	municipality/contracted operator						
FLEET DISTRIBUTION:				IS NON-DEDICATED SERVICE AVAILABLE?	NO. OF OPERATORS:	UNIONS:	
Peak Day	6-9	9-11	11-2	2-4	4-6	6-9	
Saturday	1	1	1	1	1	1	
Sunday							
Holidays							
PAYMENT METHOD:				MAXIMUM WAGE RATES:			
(ie. flat rate, hourly, per km etc.)				Specialized \$10.56			
flat rate per trip				Conventional			
PAYMENT VERIFICATION:				Operators Maintenance			
				Specialized \$10.56			
				Conventional			

PERFORMANCE INDICATORS			
FINANCIAL:		SERVICE:	
R/C = Op. Revenue/Op. Cost	12.6%	Registrants/Capita	0.0186
Net Operating Cost/Capita	\$6.01	Revenue Vehicle Hours/Capita	0.2791
Municipal Net Cost/Capita	\$2.84	Trips/Capita	0.1530
Share of Net Cost		Trips by Non-Dedicated Service	
- Provincial	53%		
- Municipal	47%		
(incl. donations)			
EFFICIENCY (Dedicated Service Only):		EFFECTIVENESS:	
Cost/Hour	\$24.65	Cost/Trip	\$44.95
Cost/Kilometre	\$1.98	- Dedicated	
Maintenance Cost/Kilometre	\$0.54	- Non-Dedicated	
VEHICLE UTILIZATION (Dedicated Service Only):		VEHICLE UTILIZATION (Dedicated Service Only):	
Revenue Hours/Vehicle	1,200	Revenue Hours/Vehicle	1,200
Kilometres/Vehicle	14,900	Kilometres/Vehicle	14,900

**Scugog-Uxbridge
Handi Transit Inc.**

SERVICE OPERATED BY: non-profit organization
MAY 1987
MUNICIPAL CONTACT: Earl Cuddle
POPULATION SERVED: 32,000
(905) 985-7346
SERVICE AREA (ha): 160,000
OPERATIONS CONTACT: Doug Manuel
ADVISORY COMMITTEE? yes
(905) 571-1222
NUMBER OF MEMBERS: 11

REGISTRANTS		FINANCIAL		SERVICE	
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:		TYPE:	accessible door
Unable to Board	X	Dedicated	Oper. Cost	HOURS OF SERVICE:	0800 to 1700
Unable to Use		Non-Dedicated	\$81,046	Weekdays	
Other		TOTAL:	\$81,046	Saturday	
ELIGIBILITY COMMITTEE?	no	NET OPERATING COST:		Sunday	
MEMBERS?		Provincial Share	\$73,124	Holidays	
administrative staff		Municipal Share	\$36,562	CALL-INS:	min 1 hour, max 5 days
REGISTRATION REQUIRED?	no	Donations	\$36,562	METHODS:	manually/computer-assisted
REGISTRATION CARDS?	no			Registration	manually/computer-assisted
WAITING LIST?	no			Reservations	manually
WAITING ON LIST?				Scheduling	manually
NUMBER OF REGISTRANTS:		ANNUAL ONE-WAY TRIPS:		Dispatching	
Eligible - Wheelchair		Eligible - Wheelchair	Dedicated	FARE STRUCTURE:	
- Ambulatory		- Ambulatory	1,175	Cash	Tickets/Cards
- Temporary		Attendants/Companions	309	Adult	Monthly Pass
Attendants/Companions		Other (not eligible)	165	Child	
Other (not eligible)		TOTAL:	1,484	Student	
TOTAL:		TRIP TYPES:		Senior	
		Subscription		Attendant	
		Prebooked		Companion	
		Reservation		Other	
		Demand-Response		OTHER METHODS OF PAYMENT:	
HOW OFTEN IS REG. LIST SCREENED?				zone fares, monthly billing, agency contracts	
every 2 or 3 years		UNACCOMMODATED TRIP REQUESTS:	70%	COMPARISON WITH CONVENTIONAL TRANSIT:	
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:	30%	Conventional Hours	No Conv. Service
VISITORS ELIGIBLE?	yes	NO-SHOWS:	4	Fare Structure	No Conv. Service
			15		

VEHICLES				EMPLOYEES			
VEHICLE TYPES: S-Wagon/Sedan Modified Vans Small Buses Purpose-Built Other	<u>Number</u>	<u>Wheelchair Capacity</u>	<u>Ambulatory Capacity</u>	<u>Average Age</u>	ANNUAL KILOMETRES:		
	1	5	4	8	Revenue	58,725	
					Total	58,725	
					ANNUAL HOURS:		
					Revenue	1,917	
TOTAL VEHICLES 1					Total	2,250	
Ownership: municipality				IS NON-DEDICATED SERVICE AVAILABLE? no			
Maintenance: contracted out				NO. OF OPERATORS:			
FLEET DISTRIBUTION:				PAYMENT METHOD:			
				(ie. flat rate, hourly, per km etc.)			
				flat rate per trip			
Peak Day	6-9 1	9-11 1	11-2 1	2-4 1	4-6 1	6-9 1	9-12 1
Saturday							
Sunday							
Holidays							
PERFORMANCE INDICATORS				PAYMENT VERIFICATION:			
FINANCIAL:				SERVICE:			
R/C = Op.Revenue/Op. Cost				Registrants/Capita			
Net Operating Cost/Capita				Revenue Vehicle Hours/Capita			
Municipal Net Cost/Capita				Trips/Capita			
Share of Net Cost				Trips by Non-Dedicated Service			
- Provincial				EFFECTIVENESS:			
- Municipal				Cost/Trip			
(incl. donations)				- Dedicated			
				- Non-Dedicated			
EFFICIENCY (Dedicated Service Only):				LABOUR PRODUCTIVITY:			
Cost/Hour				\$42.28			
Cost/Kilometre				\$1.38			
Maintenance Cost/Kilometre				\$0.18			
				REVENUE UTILIZATION (Dedicated Service Only):			
				Revenue Hours/Vehicle			
				1,917			
				Kilometres/Vehicle			
				58,725			
				SERVICE UTILIZATION:			
				Trips/Hour			
				0.0599			
				Kilometres/Hour			
				0.0464			
				Average Kilometres/Trip			
				Trips/Registrant			
				Unaccommodated Trip Requests			
				Cancellations			
				No-Shows			
				\$54.61			
				MAXIMUM WAGE RATES:			
				Specialized			
				\$12.21			
				Conventional			
				Teamsters Local 938			
				UNIONS:			
				Specialized			
				Conventional			
				TOTAL 2			
				Operators			
				Maintenance			
				Part Time			
				Full Time			
				1			
				0.75			
				0.25			
				2			

St. Catharines Paratransit

SERVICE OPERATED BY: transit commission		SERVICE STARTED IN: June	1979
MUNICIPAL CONTACT:		POPULATION SERVED:	130,000
OPERATIONS CONTACT: Eric Gillespie		SERVICE AREA (ha):	9,700
(416) 685-4228		ADVISORY COMMITTEE?	yes
NUMBER OF MEMBERS:		9	

REGISTRANTS		FINANCIAL		SERVICE	
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:		TYPE:	
Unable to Board	X	Oper. Cost	Revenue	Hours of Service:	
Unable to Use	X	\$676,734		Weekdays 0730 to 2330	
Other				Saturday 0900 to 2330	
ELIGIBILITY COMMITTEE?		TOTAL: \$676,734		Sunday 1230 to 2030	
MEMBERS?	yes 3			Holidays 1230 to 2030	
REGISTRATION REQUIRED?		NET OPERATING COST:		CALL-INS:	
REGISTRATION CARDS?	yes	Provincial Share \$316,853		min 24 hours, max 21 days	
WAITING LIST?	no	Municipal Share \$316,853		METHODS:	
WAITING ON LIST?	no	Donations		Registration computer assisted	
NUMBER OF REGISTRANTS:		ANNUAL ONE-WAY TRIPS:		Reservations computer assisted	
Eligible - Wheelchair	683	Eligible - Wheelchair	Dedicated	Scheduling computer assisted	
- Ambulatory	51%	- Ambulatory	12,389	Dispatching computer assisted	
- Temporary	49%	Attendants/Companions	15,332	FARE STRUCTURE:	
Attendants/Companions	666	Other (not eligible)	2,779	Cash Tickets/Cards Monthly Pass	
Other (not eligible)		TOTAL:	27,721	Adult 5/\$6.25 \$48.00	
TOTAL:	1,349	TRIP TYPES:		Child 4/\$3.40 \$48.00	
HOW OFTEN IS REG. LIST SCREENED?		Subscription 40%		Student 5/\$6.25 \$48.00	
every 2 or 3 years		Prebooked 14%		Senior 4/\$2.60 \$24.00	
COMPANIONS ALLOWED IF SPACE?	yes	Reservation 36%		Attendant 5/\$6.25 \$48.00	
VISITORS ELIGIBLE?	yes	Demand-Response 10%		Companion 5/\$6.25 \$48.00	
UNACCOMMODATED TRIP REQUESTS:		UNACCESSED TRIPS:		Other 5/\$6.25 \$48.00	
1,002		NO-SHOWS: 284		OTHER METHODS OF PAYMENT:	
3,474		COMPARISON WITH CONVENTIONAL TRANSIT:		Conventional Hours same	
284		Fare Structure same		Fare Structure same	

VEHICLES										EMPLOYEES			
VEHICLE TYPES:										NUMBER OF EMPLOYEES:			
S-Wagon/Sedan		Number	Wheelchair Capacity	Ambulatory Capacity	Average Age	ANNUAL KILOMETRES:		Full Time		Part Time			
Modified Vans		1	3	6	2	Revenue		6		1			
Small Buses		4	5	4	3	Total							
Purpose-Built		3	7	6	5	ANNUAL HOURS:							
Other						Revenue							
						Total							
TOTAL VEHICLES		8				IS NON-DEDICATED SERVICE AVAILABLE?		yes					
Ownership:		transit commission								UNIONS:			
Maintenance:		transit commission								Specialized		ATU local 846	
										Conventional		ATU local 846	
FLEET DISTRIBUTION:										MAXIMUM WAGE RATES:			
Peak Day		6-9	9-11	11-2	2-4	4-6	6-9	9-12	12 +	Specialized		Conventional	
Saturday		4	6	6	6	2	1	1		\$17.15		\$17.15	
Sunday		2	2	2	2	2	1	1		\$19.48		\$19.48	
Holidays		1	1	1	1	1	1						
PERFORMANCE INDICATORS													
FINANCIAL:										SERVICE UTILIZATION:			
R/C = Op.Revenue/Op.Cost										Trips/Hour			
Net Operating Cost/Capita										Kilometres/Hour			
Municipal Net Cost/Capita										Average Kilometres/Trip			
Share of Net Cost										Trips/Registrant			
- Provincial										Unaccommodated Trip Requests			
- Municipal										Cancellations			
(incl. donations)										No-Shows			
EFFICIENCY (Dedicated Service Only):										VEHICLE UTILIZATION (Dedicated Service Only):			
Cost/Hour										Revenue Hours/Vehicle			
Cost/Kilometre										Kilometres/Vehicle			
Maintenance Cost/Kilometre													

<div>St. Marys</div> <div>No Data Received</div>		SERVICE OPERATED BY:		SERVICE STARTED IN:	
		MUNICIPAL CONTACT:		POPULATION SERVED:	
		OPERATIONS CONTACT:		SERVICE AREA (ha):	
				ADVISORY COMMITTEE?	
				NUMBER OF MEMBERS:	
REGISTRANTS		FINANCIAL		SERVICE	
LOCAL ELIGIBILITY CRITERION: Unable to Board Unable to Use Other		OPERATING COSTS AND REVENUES: Dedicated Non-Dedicated TOTAL: NET OPERATING COST: Provincial Share Municipal Share Donations		TYPE: HOURS OF SERVICE: Weekdays Saturday Sunday Holidays CALL-INS: METHODS: Registration Reservations Scheduling Dispatching FARE STRUCTURE: Cash Tickets/Cards Monthly Pass	
ELIGIBILITY COMMITTEE? MEMBERS?				Adult Child Student Senior Attendant Companion Other	
REGISTRATION REQUIRED? REGISTRATION CARDS? WAITING LIST? WAITING ON LIST?		ANNUAL ONE-WAY TRIPS: Eligible - Wheelchair - Ambulatory Attendants/Companions Other (not eligible) TOTAL:		OTHER METHODS OF PAYMENT:	
NUMBER OF REGISTRANTS: Eligible - Wheelchair - Ambulatory - Temporary Attendants/Companions Other (not eligible) TOTAL:		TRIP TYPES: Subscription Prebooked Reservation Demand-Response UNACCOMMODATED TRIP REQUESTS: CANCELLED TRIPS: NO-SHOWS:		COMPARISON WITH CONVENTIONAL TRANSIT: Conventional Hours Fare Structure	
HOW OFTEN IS REG. LIST SCREENED?					
COMPANIONS ALLOWED IF SPACE? VISITORS ELIGIBLE?					

VEHICLES				EMPLOYEES							
VEHICLE TYPES:		<u>Number</u>	<u>Wheelchair Capacity</u>	<u>Ambulatory Capacity</u>	<u>Average Age</u>	ANNUAL KILOMETRES:					
S-Wagon/Sedan						Revenue					
Modified Vans						Total					
Small Buses						ANNUAL HOURS:					
Purpose-Built						Revenue					
Other						Total					
TOTAL VEHICLES				IS NON-DEDICATED SERVICE AVAILABLE?							
Ownership:				NO. OF OPERATORS:							
Maintenance:				PAYMENT METHOD:							
FLEET DISTRIBUTION:				(ie. flat rate, hourly, per km etc.)							
Peak Day				6-9	9-11	11-2	2-4	4-6	6-9	9-12	12 +
Saturday											
Sunday											
Holidays											
TOTAL				UNIONS:							
				Specialized							
				Conventional							
				MAXIMUM WAGE RATES:							
				Specialized							
				Conventional							
				Operators							
				Maintenance							
				SERVICE UTILIZATION:							
				Trips/Hour							
				Kilometres/Hour							
				Average Kilometres/Trip							
				Trips/Registrant							
				Unaccommodated Trip Requests							
				Cancellations							
				No-Shows							
				VEHICLE UTILIZATION (Dedicated Service Only):							
				Revenue Hours/Vehicle							
				Kilometres/Vehicle							
FINANCIAL:				SERVICE:							
R/C = Op.Revenue/Op.Cost				Registrants/Capita							
Net Operating Cost/Capita				Revenue Vehicle Hours/Capita							
Municipal Net Cost/Capita				Trips/Capita							
Share of Net Cost				Trips by Non-Dedicated Service							
- Provincial				EFFECTIVENESS:							
- Municipal				Cost/Trip							
(incl. donations)				- Dedicated							
				- Non-Dedicated							
EFFICIENCY (Dedicated Service Only):				LABOUR PRODUCTIVITY:							
Cost/Hour				Hours/Operator							
Cost/Kilometre											
Maintenance Cost/Kilometre											

**St. Thomas
Paratransit**

SERVICE OPERATED BY: private contractor
MUNICIPAL CONTACT: John Roberts
OPERATIONS CONTACT: Keith Fulton
SERVICE STARTED IN: April 1990
POPULATION SERVED: 29,000
SERVICE AREA (ha): 2,218
ADVISORY COMMITTEE? yes
NUMBER OF MEMBERS: 10

REGISTRANTS		FINANCIAL		SERVICE	
LOCAL ELIGIBILITY CRITERION: Unable to Board Unable to Use Other	X	OPERATING COSTS AND REVENUES:		TYPE: HOURS OF SERVICE: Weekdays Saturday Sunday Holidays CALL-INS: METHODS: Registrations Reservations Scheduling Dispatching FARE STRUCTURE:	door to door 0700 to 1945 0700 to 1945 min 24 hour, max 7 days computer assisted manually manually manually
		Dedicated	Oper. Cost		
		Non-Dedicated	Revenue		
ELIGIBILITY COMMITTEE? MEMBERS?	yes	TOTAL:	\$190,320	\$22,833	
		NET OPERATING COST:		\$167,487	
		Provincial Share		\$124,192	
REGISTRATION REQUIRED? REGISTRATION CARDS? WAITING LIST? WAITING ON LIST?	yes yes no	Municipal Share		\$43,295	
		Donations			
		ANNUAL ONE-WAY TRIPS:	Dedicated	Non-Ded.	
NUMBER OF REGISTRANTS: Eligible - Wheelchair - Ambulatory - Temporary Attendants/Companions Other (not eligible) TOTAL:	162 487	Eligible - Wheelchair	5,049	Adult	Cash
		- Ambulatory	15,693	Child	Tickets/Cards
		- Temporary	1,247	Student	Monthly Pass
HOW OFTEN IS REG. LIST SCREENED? every 2 or 3 years COMPANIONS ALLOWED IF SPACE? VISITORS ELIGIBLE?	yes yes	Attendants/Companions	20,742	Senior	\$1.50
		Subscription		Attendant	\$1.50
		Prebooked		Companion	\$1.50
UNACCOMMODATED TRIP REQUESTS: CANCELLED TRIPS: NO-SHOWS:	yes yes	Reservation		Other	\$1.50
		Demand-Response		OTHER METHODS OF PAYMENT:	
		UNACCOMMODATED TRIP REQUESTS:		COMPARISON WITH CONVENTIONAL TRANSIT:	
COMPANIONS ALLOWED IF SPACE? VISITORS ELIGIBLE?	yes yes	Cancelled Trips		Conventional Hours	different, \$1.10
		NO-SHOWS:		Fare Structure	

VEHICLES				EMPLOYEES			
VEHICLE TYPES:				NUMBER OF EMPLOYEES:			
S-Wagon/Sedan	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age	Revenue Total	ANNUAL KILOMETRES:	Part Time
Modified Vans							
Small Buses	2	4	6	4	7,701	ANNUAL HOURS:	2
Purpose-Built					7,701	Revenue Total	2
Other							
TOTAL VEHICLES	2					IS NON-DEDICATED SERVICE AVAILABLE?	2
Ownership:	municipality					no	
Maintenance:	operator					NO. OF OPERATORS:	6
FLEET DISTRIBUTION:				PAYMENT METHOD:			
Peak Day	6-9	9-11	11-2	2-4	4-6	6-9	9-12
Saturday	2	2	2	2	2	2	2
Sunday	2	2	2	2	2	2	2
Holidays							
PERFORMANCE INDICATORS				PAYMENT VERIFICATION:			
FINANCIAL:				SERVICE UTILIZATION:			
R/C = Op. Revenue/Op. Cost	12.0%			Trips/Hour	0.0224	Trips/Hour	2.69
Net Operating Cost/Capita	\$5.78			Kilometres/Hour	0.2656	Kilometres/Hour	9.63
Municipal Net Cost/Capita	\$1.49			Average Kilometres/Trip	0.7152	Average Kilometres/Trip	3.58
Share of Net Cost				Trips/Registrant		Trips/Registrant	31.96
- Provincial	74%			Unaccommodated Trip Requests		Unaccommodated Trip Requests	0.01%
- Municipal	26%			Cancellations		Cancellations	6.77%
(incl. donations)				No-Shows	\$9.18	No-Shows	0.26%
EFFICIENCY (Dedicated Service Only):				VEHICLE UTILIZATION (Dedicated Service Only):			
Cost/Hour	\$24.71			Revenue Hours/Vehicle		Revenue Hours/Vehicle	3,851
Cost/Kilometre	\$2.57			Kilometres/Vehicle	1,540	Kilometres/Vehicle	37,083
Maintenance Cost/Kilometre	\$0.19						

Stratford Parallel Transit

SERVICE OPERATED BY: non-profit organization MUNICIPAL CONTACT: George Skowby (519) 271-0250 OPERATIONS CONTACT: Harry Eaton (519) 273-0511		SERVICE STARTED IN: December 1976 POPULATION SERVED: 27,000 SERVICE AREA (ha): 2,033 ADVISORY COMMITTEE? yes NUMBER OF MEMBERS: 10											
REGISTRANTS LOCAL ELIGIBILITY CRITERION: Unable to Board X Unable to Use Other ELIGIBILITY COMMITTEE? yes MEMBERS? 2 REGISTRATION REQUIRED? yes REGISTRATION CARDS? no WAITING LIST? no WAITING ON LIST?		FINANCIAL OPERATING COSTS AND REVENUES: <table border="1"> <tr> <td>Dedicated</td> <td>Oper. Cost</td> <td>Revenue</td> </tr> <tr> <td>Non-Dedicated</td> <td>\$225,850</td> <td></td> </tr> <tr> <td>TOTAL:</td> <td>\$28,459</td> <td>\$34,808</td> </tr> </table> NET OPERATING COST: Provincial Share \$219,501 Municipal Share \$161,359 Donations \$50,017 \$7,206		Dedicated	Oper. Cost	Revenue	Non-Dedicated	\$225,850		TOTAL:	\$28,459	\$34,808	
Dedicated	Oper. Cost	Revenue											
Non-Dedicated	\$225,850												
TOTAL:	\$28,459	\$34,808											
NUMBER OF REGISTRANTS: Eligible - Wheelchair 300 44% - Ambulatory 350 52% - Temporary 25 4% Attendants/Companions Other (not eligible) TOTAL: 675		FARE STRUCTURE: <table border="1"> <tr> <td>Cash</td> <td>Tickets/Cards</td> </tr> <tr> <td>\$1.25</td> <td>8/\$10.00</td> </tr> <tr> <td>\$1.25</td> <td>8/\$10.00</td> </tr> <tr> <td>\$1.25</td> <td>8/\$10.00</td> </tr> <tr> <td>\$1.25</td> <td>8/\$10.00</td> </tr> </table> OTHER METHODS OF PAYMENT: Adult \$1.25 Child \$1.25 Student \$1.25 Senior \$1.25 Attendant Companion Other		Cash	Tickets/Cards	\$1.25	8/\$10.00	\$1.25	8/\$10.00	\$1.25	8/\$10.00	\$1.25	8/\$10.00
Cash	Tickets/Cards												
\$1.25	8/\$10.00												
\$1.25	8/\$10.00												
\$1.25	8/\$10.00												
\$1.25	8/\$10.00												
HOW OFTEN IS REG. LIST SCREENED? annually COMPANIONS ALLOWED IF SPACE? yes VISITORS ELIGIBLE? yes		TYPE: accessible door HOURS OF SERVICE: Weekdays 0715 to 2200 Saturday 0900 to 2100 Sunday Holidays CALL-INS: min 24 hours, max 14 days METHODS: Registration manually Reservations manually Scheduling manually Dispatching manually											
UNACCOMMODATED TRIP REQUESTS: 410 CANCELLED TRIPS: 250 NO-SHOWS: 225		COMPARISON WITH CONVENTIONAL TRANSIT: Conventional Hours longer Fare Structure different, \$1.30											

VEHICLES				EMPLOYEES			
VEHICLE TYPES:	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age	ANNUAL KILOMETRES: Revenue Total	95,868 95,868	NUMBER OF EMPLOYEES: Full Time Part Time
S-Wagon/Sedan	1	2	2	11	ANNUAL HOURS: Revenue Total	6,584 6,584	Operators 3 Office 1 Mainten. 1 Admin. 1 Volun.
Modified Vans	3	4	6	3			
Small Buses							
Purpose-Built							
Other							
TOTAL VEHICLES	4				IS NON-DEDICATED SERVICE AVAILABLE?	yes	TOTAL 5 1
Ownership:	non-profit organiz				NO. OF OPERATORS:	1	UNIONS: Specialized no Conventional IBEU
Maintenance:	contracted out				PAYMENT METHOD: (ie. flat rate, hourly, per km etc.)		MAXIMUM WAGE RATES: Specialized Conventional
FLEET DISTRIBUTION:	6-9 9-11 11-2	2-4 2-4	4-6 6-9 9-12 12 +		PAYMENT VERIFICATION:		Operators Maintenance
Peak Day	2 3 3	3 3	2 1 1				
Saturday							
Sunday							
Holidays							
PERFORMANCE INDICATORS				SERVICE UTILIZATION:			
FINANCIAL:				Trips/Hour	0.0250	3.68	
R/C = Op.Revenue/Op.Cost	13.7%			Kilometres/Hour	0.2439	14.56	
Net Operating Cost/Capita	\$8.13			Average Kilometres/Trip	1.2809	3.95	
Municipal Net Cost/Capita	\$1.85			Trips/Registrant	30%	51.24	
Share of Net Cost				Unaccommodated Trip Requests		1.19%	
- Provincial	74%			Cancellations		0.72%	
- Municipal	26%			No-Shows		0.65%	
(incl. donations)							
EFFICIENCY (Dedicated Service Only):				VEHICLE UTILIZATION (Dedicated Service Only):			
Cost/Hour	\$34.30			Revenue Hours/Vehicle		1,646	
Cost/Kilometre	\$2.36			Kilometres/Vehicle		23,967	
Maintenance Cost/Kilometre	\$0.17						

Sudbury Handi-Transit

SERVICE OPERATED BY: private contractor
 MUNICIPAL CONTACT: Colin Williams
 (705) 674-3141
 OPERATIONS CONTACT: Paul Greenfield
 (705) 674-0709

SERVICE STARTED IN: 1975
 POPULATION SERVED: 92,000
 SERVICE AREA (ha): 26,351
 ADVISORY COMMITTEE? yes
 NUMBER OF MEMBERS: 15

REGISTRANTS		FINANCIAL		SERVICE	
LOCAL ELIGIBILITY CRITERION:	X	OPERATING COSTS AND REVENUES:		TYPE:	accessible door
Unable to Board		Dedicated	Oper. Cost	HOURS OF SERVICE:	0700 to 2400
Unable to Use		Non-Dedicated	\$730,013	Weekdays	1000 to 2400
Other		TOTAL:	\$26,287	Saturday	0830 to 2200
ELIGIBILITY COMMITTEE?	no		\$756,300	Sunday	0830 to 2200
MEMBERS?		NET OPERATING COST:		Holidays	min 24 hour, max 50 days
eligibility determined by staff		Provincial Share	\$697,589	CALL-INS:	
		Municipal Share	\$376,378	METHODS:	computer assisted
		Donations	\$321,211	Registration	computer assisted
REGISTRATION REQUIRED?	yes			Reservations	computer assisted
REGISTRATION CARDS?	no			Scheduling	computer assisted
WAITING LIST?	no			Dispatching	computer assisted
WAITING ON LIST?				FARE STRUCTURE:	
		ANNUAL ONE-WAY TRIPS:		Cash	Tickets/Cards
		Eligible - Wheelchair	Dedicated	Adult	10/\$13.00
		- Ambulatory	28,011	Child	\$1.30
		Attendants/Companions	12,592	Student	\$1.30
		Other (not eligible)	2,820	Senior	\$1.30
		TOTAL:	40,603	Attendant	\$1.30
		TRIP TYPES:		Companion	\$1.30
		Subscription	47%	Other	\$1.30
		Prebooked	29%	OTHER METHODS OF PAYMENT:	
		Reservation	24%	COMPARISON WITH CONVENTIONAL TRANSIT:	
		Demand-Response	1%	Conventional Hours	longer
HOW OFTEN IS REG. LIST SCREENED?		UNACCOMMODATED TRIP REQUESTS:	603	Fare Structure	adult cash fare
annually		CANCELLED TRIPS:	3,900		
COMPANIONS ALLOWED IF SPACE?	yes	NO-SHOWS:	1,154		
VISITORS ELIGIBLE?	yes				

VEHICLES										EMPLOYEES		
VEHICLE TYPES:		Number	Wheelchair Capacity	Ambulatory Capacity	Average Age	ANNUAL KILOMETRES:		NUMBER OF EMPLOYEES:		Full Time	Part Time	
S-Wagon/Sedan						Revenue		Operators	7		5	
Modified Vans						Total		Office	2			
Small Buses	9	6	4	3.5		ANNUAL HOURS:		Mainten.				
Purpose-Built						Revenue	18,058	Admin.	1			
Other						Total	18,058	Volun.				
TOTAL VEHICLES		9				IS NON-DEDICATED SERVICE AVAILABLE?	yes	TOTAL	10		5	
Ownership:		contracted operator				NO. OF OPERATORS:	1	UNIONS:				
Maintenance:		operator				PAYMENT METHOD:		Specialized				
						(ie. flat rate, hourly, per km etc.)		Conventional		CUPE Local 1662		
FLEET DISTRIBUTION:		6-9	9-11	11-2	2-4	4-6	6-9	9-12	12 +	MAXIMUM WAGE RATES:		
Peak Day	5	5	6	3	2	7	3	2		Specialized		
Saturday		2	3	2	2	2	2	1		Operators	\$14.38	
Sunday	1	2	2	1	2	2	2	2		Maintenance	\$17.19	
Holidays	1	2	2	1	2	2	2	2			\$19.18	
											\$19.55	
PERFORMANCE INDICATORS												
FINANCIAL:			SERVICE:			SERVICE UTILIZATION:						
R/C = Op. Revenue/Op. Cost			Registrants/Capita			Trips/Hour			2.25			
Net Operating Cost/Capita			Revenue Vehicle Hours/Capita			Kilometres/Hour						
Municipal Net Cost/Capita			Trips/Capita			Average Kilometres/Trip						
Share of Net Cost			Trips by Non-Dedicated Service			Trips/Registrant			23.17			
- Provincial			EFFECTIVENESS:			Unaccommodated Trip Requests			1.41%			
- Municipal			Cost/Trip			Cancellations			9.15%			
(incl. donations)			- Dedicated			No-Shows			2.71%			
			- Non-Dedicated			\$17.98						
						\$12.90						
EFFICIENCY (Dedicated Service Only):			LABOUR PRODUCTIVITY:			VEHICLE UTILIZATION (Dedicated Service Only):						
Cost/Hour			Hours/Operator			Revenue Hours/Vehicle			2,006			
Cost/Kilometre						Kilometres/Vehicle						
Maintenance Cost/Kilometre												

Thorold Thorold Transit

SERVICE OPERATED BY: municipality/private contractor
 MUNICIPAL CONTACT: S. Mammella
 (905) 227-6613
 OPERATIONS CONTACT: Chuck Johnston
 (905) 685-5463

SERVICE STARTED IN:
 POPULATION SERVED: 15,000
 SERVICE AREA (ha): 188,300
 ADVISORY COMMITTEE? no
 NUMBER OF MEMBERS:

REGISTRANTS		FINANCIAL		SERVICE																							
LOCAL ELIGIBILITY CRITERION: Unable to Board Unable to Use Other		OPERATING COSTS AND REVENUES: <table border="1"> <tr> <td><u>Oper. Cost</u></td> <td><u>Revenue</u></td> </tr> <tr> <td>Dedicated \$5,334</td> <td></td> </tr> <tr> <td>Non-Dedicated</td> <td></td> </tr> <tr> <td>TOTAL:</td> <td>\$761</td> </tr> </table>		<u>Oper. Cost</u>	<u>Revenue</u>	Dedicated \$5,334		Non-Dedicated		TOTAL:	\$761	TYPE: door to door HOURS OF SERVICE: Weekdays 0730 to 2230 Saturday 0730 to 1800 Sunday Holidays no minimum, no maximum															
<u>Oper. Cost</u>	<u>Revenue</u>																										
Dedicated \$5,334																											
Non-Dedicated																											
TOTAL:	\$761																										
ELIGIBILITY COMMITTEE? no MEMBERS? eligibility determined by staff and medical/health professional REGISTRATION REQUIRED? REGISTRATION CARDS? yes WAITING LIST? yes WAITING ON LIST? no		CALL-INS: \$4,573 METHODS: \$3,382 Registration \$1,191 Reservations Scheduling Dispatching																									
NUMBER OF REGISTRANTS: Eligible - Wheelchair 11 48% - Ambulatory 12 52% - Temporary Attendants/Companions Other (not eligible) TOTAL: 23		ANNUAL ONE-WAY TRIPS: Eligible - Wheelchair - Ambulatory Attendants/Companions Other (not eligible) TOTAL: 104 405																									
HOW OFTEN IS REG. LIST SCREENED? annually COMPANIONS ALLOWED IF SPACE? yes VISITORS ELIGIBLE? no		FARE STRUCTURE: <table border="1"> <tr> <td><u>Cash</u></td> <td><u>Tickets/Cards</u></td> <td><u>Monthly Pass</u></td> </tr> <tr> <td>Adult \$1.40</td> <td>5/\$6.50</td> <td>\$48.00</td> </tr> <tr> <td>Child \$0.90</td> <td>4/\$3.60</td> <td></td> </tr> <tr> <td>Student \$1.40</td> <td>5/\$6.00</td> <td></td> </tr> <tr> <td>Senior \$1.40</td> <td>4/\$2.70</td> <td>\$24.00</td> </tr> <tr> <td>Attendant \$1.40</td> <td>5/\$6.50</td> <td>\$48.00</td> </tr> <tr> <td>Companion \$1.40</td> <td>5/\$6.50</td> <td>\$48.00</td> </tr> <tr> <td>Other \$1.40</td> <td>5/\$6.50</td> <td>\$44.00</td> </tr> </table>		<u>Cash</u>	<u>Tickets/Cards</u>	<u>Monthly Pass</u>	Adult \$1.40	5/\$6.50	\$48.00	Child \$0.90	4/\$3.60		Student \$1.40	5/\$6.00		Senior \$1.40	4/\$2.70	\$24.00	Attendant \$1.40	5/\$6.50	\$48.00	Companion \$1.40	5/\$6.50	\$48.00	Other \$1.40	5/\$6.50	\$44.00
<u>Cash</u>	<u>Tickets/Cards</u>	<u>Monthly Pass</u>																									
Adult \$1.40	5/\$6.50	\$48.00																									
Child \$0.90	4/\$3.60																										
Student \$1.40	5/\$6.00																										
Senior \$1.40	4/\$2.70	\$24.00																									
Attendant \$1.40	5/\$6.50	\$48.00																									
Companion \$1.40	5/\$6.50	\$48.00																									
Other \$1.40	5/\$6.50	\$44.00																									
TRIP TYPES: Subscription Prebooked Reservation Demand-Response UNACCOMMODATED TRIP REQUESTS: CANCELLED TRIPS: NO-SHOWS:		OTHER METHODS OF PAYMENT: COMPARISON WITH CONVENTIONAL TRANSIT: Conventional Hours the same Fare Structure equivalent adult fare																									

VEHICLES				EMPLOYEES			
VEHICLE TYPES:		ANNUAL KILOMETRES:		NUMBER OF EMPLOYEES:		Part Time	
S-Wagon/Sedan	<u>Wheelchair Capacity</u>	<u>Average Age</u>	Revenue	Full Time			
Modified Vans			Total				
Small Buses			ANNUAL HOURS:				
Purpose-Built			Revenue				
Other			Total				
TOTAL VEHICLES		IS NON-DEDICATED SERVICE AVAILABLE?		TOTAL			
Ownership:	contracted operator		yes				
Maintenance:	contracted operator						
FLEET DISTRIBUTION:		NO. OF OPERATORS:		UNIONS:			
6-9	9-11	11-2	1	Specialized			
Peak Day	6-9	9-11		Conventional			
Saturday	2-4	9-12		MAXIMUM WAGE RATES:		Specialized	
Sunday	4-6	12 +				Conventional	
Holidays				Operators			
		PAYMENT METHOD:		Maintenance			
		(ie. flat rate, hourly, per km etc.)					
		flat rate per trip					
		PAYMENT VERIFICATION:					
PERFORMANCE INDICATORS				SERVICE UTILIZATION:			
FINANCIAL:		SERVICE:		Trips/Hour			
R/C = Op. Revenue/Op. Cost	14.3%	Registrants/Capita		0.0015			
Net Operating Cost/Capita	\$0.30	Revenue Vehicle Hours/Capita		Kilometres/Hour			
Municipal Net Cost/Capita	\$0.08	Trips/Capita		0.0339			
Share of Net Cost		Trips by Non-Dedicated Service		80%			
- Provincial	74%	EFFECTIVENESS:		Unaccommodated Trip Requests		22.13	
- Municipal	26%	Cost/Trip		Cancellations			
(incl. donations)		- Dedicated		No-Shows			
		- Non-Dedicated		\$51.29			
EFFICIENCY (Dedicated Service Only):		LABOUR PRODUCTIVITY:		VEHICLE UTILIZATION (Dedicated Service Only):			
Cost/Hour		Hours/Operator		Revenue Hours/Vehicle			
Cost/Kilometre				Kilometres/Vehicle			
Maintenance Cost/Kilometre							

VEHICLES										EMPLOYEES																																		
VEHICLE TYPES:					ANNUAL KILOMETRES:					NUMBER OF EMPLOYEES:																																		
					Average					Full Time					Part Time																													
					Age					Revenue					Operators																													
S-Wagon/Sedan					1					5					642,038					9					19																			
Modified Vans					16					69					642,038					3					2																			
Small Buses																																												
Purpose-Built																																												
Other																																												
TOTAL VEHICLES					17																				21																			
Ownership:					non-profit organiz																																							
Maintenance:					contracted out																																							
FLEET DISTRIBUTION:																																												
					6-9					9-11					11-2					2-4					4-6					6-9					9-12					12 +				
Peak Day					11					12					11					14					13					5					1									
Saturday					1					2					4					4					4					1					1									
Sunday					1					3					3					3					2					1														
Holidays					1					1					1					1					1					1														

Timmins Handi-Trans

SERVICE OPERATED BY: municipality
 MUNICIPAL CONTACT: Bernard Christian
 (705) 264-1331
 OPERATIONS CONTACT: John S. Craig
 (705) 264-1331

SERVICE STARTED IN: 1976
 POPULATION SERVED: 46,697
 SERVICE AREA (ha): 27,972
 ADVISORY COMMITTEE? yes
 NUMBER OF MEMBERS: 8

REGISTRANTS		FINANCIAL		SERVICE	
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:		TYPE:	door to door
Unable to Board	X	Dedicated	Oper. Cost	HOURS OF SERVICE:	Weekdays
Unable to Use		Non-Dedicated	\$176,819	Saturday	0700 to 2240
Other		TOTAL:	\$176,819	Sunday	1000 to 1740
ELIGIBILITY COMMITTEE?	yes	NET OPERATING COST:	\$11,663	Holidays	min 24 hours, max 5 days
MEMBERS?	5	Provincial Share	\$165,156	CALL-INS:	
REGISTRATION REQUIRED?	yes	Municipal Share	\$82,578	METHODS:	manually
REGISTRATION CARDS?	yes	Donations	\$82,578	Registration	manually
WAITING LIST?	yes	ANNUAL ONE-WAY TRIPS:	Dedicated	Scheduling	manually
WAITING ON LIST?	220	Eligible - Wheelchair	Non-Ded.	Dispatching	manually
		- Ambulatory		FARE STRUCTURE:	
NUMBER OF REGISTRANTS:		Attendants/Companions		Cash	Tickets/Cards
Eligible - Wheelchair	213	Other (not eligible)	12,553	Adult	\$1.15
- Ambulatory	275	TOTAL:		Child	\$23.00
- Temporary		TRIP TYPES:		Student	\$18.00
Attendants/Companions		Subscription		Senior	\$18.00
Other (not eligible)		Prebooked		Attendant	\$10.00
TOTAL:	488	Reservation		Companion	\$23.00
HOW OFTEN IS REG. LIST SCREENED?		Demand-Response		Other	\$23.00
every 2 or 3 years		UNACCOMMODATED TRIP REQUESTS:	900	OTHER METHODS OF PAYMENT:	\$22.00
COMPANIONS ALLOWED IF SPACE?	yes	CANCELLED TRIPS:	1,000	COMPARISON WITH CONVENTIONAL TRANSIT:	
VISITORS ELIGIBLE?	yes	NO-SHOWS:	300	Conventional Hours	longer
				Fare Structure	same

VEHICLES					EMPLOYEES				
VEHICLE TYPES:		ANNUAL KILOMETRES:		NUMBER OF EMPLOYEES:					
S-Wagon/Sedan	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age	Revenue	Full Time	Part Time		
Modified Vans	1	4	4	6	Total	2	2		
Small Buses	2	5	4/6	2.5	6,220	Office			
Purpose-Built	1	6	12	1	6,220	Mainten.			
Other						Admin.	2		
TOTAL VEHICLES	4					Volun.			
Ownership:	municipality		IS NON-DEDICATED SERVICE AVAILABLE?		TOTAL		4		
Maintenance:	transit authority		no		2				
			NO. OF OPERATORS:		UNIONS:				
					Specialized		CUPE Local 1140		
					Conventional		CUPE Local 1544		
FLEET DISTRIBUTION:	PAYMENT METHOD:		(ie. flat rate, hourly, per km etc.)		MAXIMUM WAGE RATES:				
Peak Day	6-9	9-11	11-2	2-4	4-6	6-9	9-12		
Saturday	2	2	2	2	2	1	1		
Sunday	1	1	1	1	1				
Holidays									
	PAYMENT VERIFICATION:		Specialized		Conventional				
			\$14.10		\$16.20				
			\$18.87		\$18.87				
PERFORMANCE INDICATORS					SERVICE UTILIZATION:				
FINANCIAL:		SERVICE:		Trips/Hour		2.02			
R/C = Op. Revenue/Op. Cost	6.6%	Registrants/Capita		0.0105		18.58			
Net Operating Cost/Capita	\$3.54	Revenue Vehicle Hours/Capita		0.1332		9.21			
Municipal Net Cost/Capita	\$1.77	Trips/Capita		0.2688		25.72			
Share of Net Cost		Trips by Non-Dedicated Service				7.17%			
- Provincial	50%	EFFECTIVENESS:		Unaccommodated Trip Requests		7.97%			
- Municipal	50%	Cost/Trip		Cancellations		2.39%			
(incl. donations)		- Dedicated		\$14.09					
		- Non-Dedicated							
EFFICIENCY (Dedicated Service Only):		LABOUR PRODUCTIVITY:		VEHICLE UTILIZATION (Dedicated Service Only):					
Cost/Hour	\$28.43	Hours/Operator		Revenue Hours/Vehicle		1,555			
Cost/Kilometre	\$1.53			Kilometres/Vehicle		28,893			
Maintenance Cost/Kilometre	\$0.21								

Toronto Wheel-Trans		SERVICE OPERATED BY: transit commission		SERVICE STARTED IN: February 1975	
MUNICIPAL CONTACT:		OPERATIONS CONTACT: R.J. Evans		POPULATION SERVED: 2,154,200	
		(416) 393-4170		SERVICE AREA (ha): 63,200	
ADVISORY COMMITTEE? yes					
NUMBER OF MEMBERS: 15					
REGISTRANTS		FINANCIAL		SERVICE	
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:		TYPE: accessible door	
Unable to Board		<u>Oper. Cost</u>		HOURS OF SERVICE:	
Unable to Use		\$35,036,557		Weekdays	
Other		\$6,594,489		Saturday	
ELIGIBILITY COMMITTEE?		TOTAL: \$41,631,046		Sunday	
MEMBERS? yes				Holidays	
7				CALL-INS:	
REGISTRATION REQUIRED?		NET OPERATING COST:		METHODS:	
REGISTRATION CARDS? yes		Provincial Share \$40,311,290		Registration	
WAITING LIST? yes		Municipal Share \$20,155,645		Reservations	
WAITING ON LIST? no		Donations \$20,155,645		Scheduling	
				Dispatching	
				FARE STRUCTURE:	
NUMBER OF REGISTRANTS:		ANNUAL ONE-WAY TRIPS:		Cash Tickets/Cards Monthly Pass	
Eligible - Wheelchair		Eligible - Wheelchair		\$1.30 \$1.30 \$56.50	
- Ambulatory		- Ambulatory		\$0.50 \$0.31	
- Temporary		Attendants/Companions		\$1.00 \$0.65	
Attendants/Companions		Other (not eligible)		\$1.00 \$0.65	
Other (not eligible)		TOTAL: 761,566		equiv. adult/senior/student	
TOTAL: 21,437				equiv. adult/senior/student	
HOW OFTEN IS REG. LIST SCREENED?		TRIP TYPES:		equiv. adult/senior/student	
not within past 5 years		Subscription		equiv. adult/senior/student	
COMPANIONS ALLOWED IF SPACE?		Prebooked		equiv. adult/senior/student	
VISITORS ELIGIBLE?		Reservation			
		Demand-Response			
		UNACCOMMODATED TRIP REQUESTS:		OTHER METHODS OF PAYMENT:	
		CANCELLED TRIPS:		adult 2-way ticket \$3.00	
		NO-SHOWS:		CONPARISON WITH CONVENTIONAL TRANSIT:	
				Conventional Hours longer	
				Fare Structure different, \$2.00 cash fare	

VEHICLES				EMPLOYEES			
VEHICLE TYPES:	<u>Wheelchair</u>	<u>Ambulatory</u>	<u>Average</u>	ANNUAL KILOMETRES:			
	<u>Capacity</u>	<u>Capacity</u>	<u>Age</u>	Revenue	7,799,200	NUMBER OF EMPLOYEES:	
				Total	8,954,302	Full Time	Part Time
				ANNUAL HOURS:			
				Revenue	379,646	Operators	275
			Total	379,646	Office	85	
					Mainten.	72	
					Admin.	41	
					Volun.		
TOTAL VEHICLES	324			IS NON-DEDICATED SERVICE AVAILABLE?	yes	TOTAL	473
							6
Ownership:	contracted operator & Commission			UNIONS:			
Maintenance:	Transit Commission, contracted operator			NO. OF OPERATORS:	10 (contractors)	Specialized	ATU Local 113
						Conventional	ATU Local 113
FLEET DISTRIBUTION:				PAYMENT METHOD:		MAXIMUM WAGE RATES:	
	6-9	9-11	11-2			Specialized	Conventional
Peak Day	86	88	111	(ie. flat rate, hourly, per km etc.)		Operators	\$20.16
Saturday	47	64	72	per mile & meter rate		Maintenance	\$22.00
Sunday	29	53	67				
Holidays	7	23	27	PAYMENT VERIFICATION:			
				computer-generated			
PERFORMANCE INDICATORS							
FINANCIAL:	SERVICE:			SERVICE UTILIZATION:			
R/C = Op.Revenue/Op.Cost	3.2%	Registrants/Capita		Trips/Hour	0.0100	Trips/Hour	2.01
Net Operating Cost/Capita	\$18.71	Revenue Vehicle Hours/Capita		Kilometres/Hour	0.1762	Kilometres/Hour	20.54
Municipal Net Cost/Capita	\$9.36	Trips/Capita		Average Kilometres/Trip	0.6438	Average Kilometres/Trip	10.24
Share of Net Cost		Trips by Non-Dedicated Service		Trips/Registrant	45%	Trips/Registrant	64.70
- Provincial	50%			Unaccommodated Trip Requests		Unaccommodated Trip Requests	8.44%
- Municipal	50%			Cancellations		Cancellations	22.20%
(incl. donations)		EFFECTIVENESS:		No-Shows		No-Shows	2.39%
		Cost/Trip		\$46.01			
		- Dedicated		\$10.55			
		- Non-Dedicated					
EFFICIENCY (Dedicated Service Only):	LABOUR PRODUCTIVITY:			VEHICLE UTILIZATION (Dedicated Service Only):			
Cost/Hour	\$92.29	Hours/Operator		Revenue Hours/Vehicle		Revenue Hours/Vehicle	1,172
Cost/Kilometre	\$4.49			Kilometres/Vehicle		Kilometres/Vehicle	24,072
Maintenance Cost/Kilometre	\$0.98						

Valley East Handi-Transit

SERVICE OPERATED BY: private contractor MUNICIPAL CONTACT: R.O. Chenier (705) 897-4938 OPERATIONS CONTACT: Joan Sorel (705) 858-1320		SERVICE STARTED IN: September 1987 POPULATION SERVED: 21,915 SERVICE AREA (ha): 21,801 ADVISORY COMMITTEE? yes NUMBER OF MEMBERS: 3	
REGISTRANTS LOCAL ELIGIBILITY CRITERION: Unable to Board Unable to Use Other ELIGIBILITY COMMITTEE? yes MEMBERS? 3 REGISTRATION REQUIRED? yes REGISTRATION CARDS? no WAITING LIST? no WAITING ON LIST?		FINANCIAL OPERATING COSTS AND REVENUES: Dedicated Non-Dedicated TOTAL: NET OPERATING COST: Provincial Share Municipal Share Donations	
		SERVICE TYPE: door to door HOURS OF SERVICE: Weekdays 0800 to 1600 Saturday 0800 to 1600 Sunday 0800 to 1600 Holidays 0800 to 1600 CALL-INS: min 24 hours, 1 day max METHODS: Registration manually Reservations manually Scheduling manually Dispatching manually	
ANNUAL ONE-WAY TRIPS: Eligible - Wheelchair - Ambulatory Attendants/Companions Other (not eligible) TOTAL:		FARE STRUCTURE: Cash Adult \$3.00 Child \$3.00 Student \$3.00 Senior \$3.00 Attendant \$3.00 Companion \$3.00 Other \$3.00 OTHER METHODS OF PAYMENT:	
NUMBER OF REGISTRANTS: Eligible - Wheelchair - Ambulatory - Temporary Attendants/Companions Other (not eligible) TOTAL:		44 100% HOW OFTEN IS REG. LIST SCREENED? annually COMPANIONS ALLOWED IF SPACE? yes VISITORS ELIGIBLE? yes	
TRIP TYPES: Subscription Prebooked Reservation Demand-Response UNACCOMMODATED TRIP REQUESTS: CANCELLED TRIPS: NO-SHOWS:		1,134 100%	
COMPARISON WITH CONVENTIONAL TRANSIT: Conventional Hours same Fare Structure same			

VEHICLES				EMPLOYEES			
VEHICLE TYPES:		ANNUAL KILOMETRES:		NUMBER OF EMPLOYEES:		Part Time	
S-Wagon/Sedan	Wheelchair Capacity	Average Age	Revenue Total	Operators	Full Time	1	1
Modified Vans				Office			
Small Buses	1	5	Revenue	Mainten.	1		
Purpose-Built			Total	Admin.			
Other			1,040	Volun.			
TOTAL VEHICLES	1			TOTAL	3		1
Ownership:	municipality		IS NON-DEDICATED SERVICE AVAILABLE?	UNIONS:			
Maintenance:	operator		no	Specialized	no		
			NO. OF OPERATORS:	Conventional			
FLEET DISTRIBUTION:		PAYMENT METHOD:		MAXIMUM WAGE RATES:			
			(ie. flat rate, hourly, per km etc.)	Specialized	\$8.50	Conventional	\$8.50
Peak Day	6-9	9-11	11-2	2-4	12 +	Maintenance	\$17.00
1	1	1	1	1	1		
Saturday	1	1	1	1	1		
Sunday	1	1	1	1	1		
Holidays	1	1	1	1	1		
PERFORMANCE INDICATORS				SERVICE UTILIZATION:			
FINANCIAL:				Trips/Hour			
R/C = Op.Revenue/Op.Cost	9.6%	Revenue Vehicle Hours/Capita		Kilometres/Hour			
Net Operating Cost/Capita	\$1.15	Trips/Capita		Average Kilometres/Trip			
Municipal Net Cost/Capita	\$0.58	Trips by Non-Dedicated Service		Trips/Registrant			
Share of Net Cost		EFFECTIVENESS:		Unaccommodated Trip Requests			
- Provincial	50%	Cost/Trip		Cancellations			
- Municipal	50%	- Dedicated		No-Shows			
(incl. donations)		- Non-Dedicated					
EFFICIENCY (Dedicated Service Only):				VEHICLE UTILIZATION (Dedicated Service Only):			
Cost/Hour		LABOUR PRODUCTIVITY:		Revenue Hours/Vehicle			
Cost/Kilometre		Hours/Operator		Kilometres/Vehicle			
Maintenance Cost/Kilometre							

Vaughan Access Bus

SERVICE STARTED IN: February 1987

SERVICE OPERATED BY: municipality

118,000

POPULATION SERVED:

63,900

MUNICIPAL CONTACT: R. Takagi

SERVICE AREA (ha):

(905) 832-2281

ADVISORY COMMITTEE?

no

OPERATIONS CONTACT: R. Takagi

NUMBER OF MEMBERS:

(905) 832-8526

SERVICE

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board
Unable to Use
Other

X
X

ELIGIBILITY COMMITTEE? MEMBERS?

no

REGISTRATION REQUIRED?

yes

yes

no

WAITING LIST?

WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible - Wheelchair

- Ambulatory

- Temporary

Attendants/Companions

Other (not eligible)

TOTAL:

177

432

12

621

29%

70%

2%

yes

yes

HOW OFTEN IS REG. LIST SCREENED?

not within past 5 years

COMPANIONS ALLOWED IF SPACE?

yes

yes

FINANCIAL

OPERATING COSTS AND REVENUES:

Oper. Cost

\$283,078

Dedicated

\$70,537

Non-Dedicated

\$353,615

TOTAL:

\$13,863

Revenue

\$339,752

\$155,740

\$184,012

NET OPERATING COST:

Provincial Share

Municipal Share

Donations

ANNUAL ONE-WAY TRIPS:

Eligible - Wheelchair

- Ambulatory

Attendants/Companions

Other (not eligible)

TOTAL:

2,885

5,591

657

8,476

5,821

255

5,821

Non-Ded.

34%

5%

52%

9%

129

1,389

270

TRIP TYPES:

Subscription

Prebooked

Reservation

Demand-Response

UNACCOMMODATED TRIP REQUESTS:

CANCELLED TRIPS:

NO-SHOWS:

yes

yes

TYPE:

curb to curb

Weekdays

Saturday

Sunday

Holidays

CALL-INS:

METHODS:

Registration

Reservations

Scheduling

Dispatching

FARE STRUCTURE:

Cash

Tickets/Cards

Monthly Pass

\$1.50

10/\$15.00

\$0.90

10/\$9.00

\$1.15

10/\$11.50

\$0.90

10/\$9.00

Adult

Child

Student

Senior

Attendant

Companion

Other

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours

Fare Structure

longer

same

VEHICLES				EMPLOYEES			
VEHICLE TYPES:		ANNUAL KILOMETRES:		NUMBER OF EMPLOYEES:		Part Time	
S-Wagon/Sedan	Wheelchair Capacity	Average Age	Revenue	135,552	Full Time	3	1
Modified Vans	Capacity	Age	Total	135,552	Operators	1	
Small Buses			ANNUAL HOURS:		Office		
Purpose-Built			Revenue	7,398	Mainten.		2
Other			Total	7,398	Admin.		
TOTAL VEHICLES	3		IS NON-DEDICATED SERVICE AVAILABLE?	yes	Volun.		
Ownership:	municipality		NO. OF OPERATORS:	2	UNIONS:	CUPE Local 1080	
Maintenance:	contracted out		PAYMENT METHOD:		Specialized	no	
			(ie. flat rate, hourly, per km etc.)		Conventional		
FLEET DISTRIBUTION:				MAXIMUM WAGE RATES:			
6-9	9-11	11-2	2-4	4-6	6-9	9-12	12 +
3	3	3	3	3	1	1	1
Peak Day	1	1	1	1	1	1	1
Saturday	1	1	1	1	1	1	1
Sunday	1	1	1	1	1	1	1
Holidays							
PAYMENT VERIFICATION:				Specialized			
rider signs receipt				\$15.72			
Operators				\$17.00			
Maintenance							
SERVICE:				SERVICE UTILIZATION:			
Registrants/Capita				Trips/Hour			
Revenue Vehicle Hours/Capita				Kilometres/Hour			
Trips/Capita				Average Kilometres/Trip			
Trips by Non-Dedicated Service				Trips/Registrant			
EFFECTIVENESS:				Unaccommodated Trip Requests			
Cost/Trip				Cancellations			
- Dedicated				No-Shows			
- Non-Dedicated							
LABOUR PRODUCTIVITY:				VEHICLE UTILIZATION (Dedicated Service Only):			
Hours/Operator				Revenue Hours/Vehicle			
				Kilometres/Vehicle			
EFFICIENCY (Dedicated Service Only):							
Cost/Hour							
Cost/Kilometre							
Maintenance Cost/Kilometre							

Victoria County Care-A-Van

SERVICE OPERATED BY: non-profit organization
 MUNICIPAL CONTACT: John Gutteridge
 (705) 324-9411
 OPERATIONS CONTACT: Valmay Barkey
 (705) 324-7323

SERVICE STARTED IN: July 1989
 POPULATION SERVED: 54,000
 SERVICE AREA (ha): 75,000
 ADVISORY COMMITTEE? yes
 NUMBER OF MEMBERS: 8

REGISTRANTS		FINANCIAL		SERVICE	
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:		TYPE:	
Unable to Board	X	Dedicated	Oper. Cost	door to door	
Unable to Use		Non-Dedicated	\$36,924	Weekdays 0800 to 1800	
Other		TOTAL:	\$36,924	Saturday 0800 to 1800	
ELIGIBILITY COMMITTEE?	yes	NET OPERATING COST:	\$9,751	Sunday 0800 to 1800	
MEMBERS?	3	Provincial Share	\$27,173	Holidays 0800 to 1800	
REGISTRATION REQUIRED?	yes	Municipal Share	\$20,379	CALL-INS: min 24 hours, no max	
REGISTRATION CARDS?	yes	Donations	\$10,593	METHODS:	
WAITING LIST?	no	ANNUAL ONE-WAY TRIPS:	Dedicated	Registration computer assisted	
WAITING ON LIST?		Eligible - Wheelchair	424	Reservations manually	
		- Ambulatory	1,572	Scheduling manually	
		Attendants/Companions	25	Dispatching manually	
		Other (not eligible)	535	FARE STRUCTURE:	
NUMBER OF REGISTRANTS:		TOTAL:	1,996	Cash Tickets/Cards Monthly Pass	
Eligible - Wheelchair	40			Adult	
- Ambulatory	57			Child	
- Temporary				Student	
Attendants/Companions				Senior \$0.17/km	
Other (not eligible)				Attendant	
TOTAL:	97			Companion	
				Other	
HOW OFTEN IS REG. LIST SCREENED?				OTHER METHODS OF PAYMENT:	
annually				\$0.15/km	
COMPANIONS ALLOWED IF SPACE?	yes			COMPARISON WITH CONVENTIONAL TRANSIT:	
VISITORS ELIGIBLE?	yes			Conventional Hours shorter	
				Fare Structure different, \$1.10	

VEHICLES										EMPLOYEES									
VEHICLE TYPES:										NUMBER OF EMPLOYEES:									
S-Wagon/Sedan										Full Time									
Modified Vans										Part Time									
Small Buses										1									
Purpose-Built										Operators									
Other										Office									
TOTAL VEHICLES										1,980									
Ownership:										2,028									
Maintenance:										Admin.									
FLEET DISTRIBUTION:										Volun.									
6-9										4									
9-11										5									
11-2										TOTAL									
2-4										UNIONS:									
4-6										Specialized									
6-9										Conventional									
9-12										MAXIMUM WAGE RATES:									
12 +										Specialized									
Peak Day										\$9.00									
Saturday										Operators									
Sunday										Maintenance									
Holidays										SERVICE UTILIZATION:									
FINANCIAL:										Trips/Hour									
R/C = Op.Revenue/Op.Cost										Kilometres/Hour									
Net Operating Cost/Capita										Average Kilometres/Trip									
Municipal Net Cost/Capita										Trips/Registrant									
Share of Net Cost										Unaccommodated Trip Requests									
- Provincial										Cancellations									
- Municipal										No-Shows									
(incl. donations)										0.75%									
EFFICIENCY (Dedicated Service Only):										0.75%									
Cost/Hour										VEHICLE UTILIZATION (Dedicated Service Only):									
Cost/Kilometre										Revenue Hours/Vehicle									
Maintenance Cost/Kilometre										Kilometres/Vehicle									

Walden Martin's Bus Lines

SERVICE OPERATED BY: private contractor MUNICIPAL CONTACT: G. Lebeau (705) 692-3087 OPERATIONS CONTACT: L. Martin (705) 866-2862		SERVICE STARTED IN: April 1991 POPULATION SERVED: 9,411 SERVICE AREA (ha): 79,275 ADVISORY COMMITTEE? yes NUMBER OF MEMBERS: 5																									
REGISTRANTS LOCAL ELIGIBILITY CRITERION: Unable to Board X Unable to Use Other ELIGIBILITY COMMITTEE? yes MEMBERS? 4 eligibility determined by medical health professional REGISTRATION REQUIRED? yes REGISTRATION CARDS? yes WAITING LIST? no WAITING ON LIST?		FINANCIAL OPERATING COSTS AND REVENUES: <table border="1"> <tr> <td>Dedicated</td> <td>Oper. Cost</td> <td>Revenue</td> </tr> <tr> <td>Non-Dedicated</td> <td>\$39,823</td> <td></td> </tr> <tr> <td>TOTAL:</td> <td>\$39,823</td> <td>\$7,002</td> </tr> </table> NET OPERATING COST: Provincial Share \$32,821 Municipal Share \$17,852 Donations \$14,969		Dedicated	Oper. Cost	Revenue	Non-Dedicated	\$39,823		TOTAL:	\$39,823	\$7,002															
Dedicated	Oper. Cost	Revenue																									
Non-Dedicated	\$39,823																										
TOTAL:	\$39,823	\$7,002																									
NUMBER OF REGISTRANTS: Eligible - Wheelchair 17 57% - Ambulatory 12 40% - Temporary 1 3% Attendants/Companions Other (not eligible) TOTAL: 30		FARE STRUCTURE: <table border="1"> <tr> <td>Cash</td> <td>Tickets/Cards</td> <td>Monthly Pass</td> </tr> <tr> <td>Adult</td> <td>\$3.50</td> <td></td> </tr> <tr> <td>Child</td> <td>\$3.50</td> <td></td> </tr> <tr> <td>Student</td> <td>\$3.50</td> <td></td> </tr> <tr> <td>Senior</td> <td>\$3.50</td> <td></td> </tr> <tr> <td>Attendant</td> <td>\$3.50</td> <td></td> </tr> <tr> <td>Companion</td> <td></td> <td></td> </tr> <tr> <td>Other</td> <td></td> <td></td> </tr> </table>		Cash	Tickets/Cards	Monthly Pass	Adult	\$3.50		Child	\$3.50		Student	\$3.50		Senior	\$3.50		Attendant	\$3.50		Companion			Other		
Cash	Tickets/Cards	Monthly Pass																									
Adult	\$3.50																										
Child	\$3.50																										
Student	\$3.50																										
Senior	\$3.50																										
Attendant	\$3.50																										
Companion																											
Other																											
HOW OFTEN IS REG. LIST SCREENED? COMPANIONS ALLOWED IF SPACE? no VISITORS ELIGIBLE? yes		OTHER METHODS OF PAYMENT: Comparison with Conventional Transit: Conventional Hours longer Fare Structure different, \$1.75																									

VEHICLES				EMPLOYEES			
VEHICLE TYPES:		Ambulatory		ANNUAL KILOMETRES:		NUMBER OF EMPLOYEES:	
S-Wagon/Sedan	Number	Capacity	Average	Revenue	Full Time	Full Time	Part Time
Modified Vans			Age	Total			
Small Buses	1	4	6	ANNUAL HOURS:	Operators	1	1
Purpose-Built			4	Revenue	Office	1	1
Other				Total	Mainten.		
TOTAL VEHICLES	1				Admin.		
Ownership:	contracted operator			IS NON-DEDICATED SERVICE AVAILABLE?	Volun.		
Maintenance:	operator			no	TOTAL		3
FLEET DISTRIBUTION:		NO. OF OPERATORS:		UNIONS:		Specialized	
6-9	9-11	11-2	2-4	4-6	6-9	9-12	12 +
1	1	1	1	1			
Peak Day							
Saturday							
Sunday							
Holidays							
PAYMENT METHOD:		PAYMENT VERIFICATION:		MAXIMUM WAGE RATES:		Specialized	
(ie. flat rate, hourly, per km etc.)		flat rate per trip		Operators		\$9.00	
				Maintenance		\$16.00	
						Conventional	
						\$9.00	
						\$16.00	

Wallaceburg Handy Transervice

SERVICE OPERATED BY: private contractor
 MUNICIPAL CONTACT: M. Dymond
 (519) 627-1607
 OPERATIONS CONTACT: Bruce Stern
 (519) 352-1920

SERVICE STARTED IN: September 1991
 POPULATION SERVED: 11,694
 SERVICE AREA (ha): 1,021
 ADVISORY COMMITTEE? yes
 NUMBER OF MEMBERS: 8

REGISTRANTS		FINANCIAL		SERVICE	
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:		TYPE:	curb to curb
Unable to Board	X	Dedicated	Oper. Cost	HOURS OF SERVICE:	Weekdays
Unable to Use		Non-Dedicated	\$61,001	Saturday	0800 to 1800
Other		TOTAL:	\$61,001	Sunday	
ELIGIBILITY COMMITTEE?	yes	NET OPERATING COST:		Holidays	min 24 hours, no max
MEMBERS?	5	Provincial Share	\$51,471	CALL-INS:	
eligibility determined by staff		Municipal Share	\$39,276	METHODS:	manually
REGISTRATION REQUIRED?	yes	Donations	\$12,195	Registration	manually
REGISTRATION CARDS?	no		\$10,835	Reservations	manually
WAITING LIST?	no	ANNUAL ONE-WAY TRIPS:		Scheduling	manually
WAITING ON LIST?		Eligible - Wheelchair	Dedicated	Dispatching	
		- Ambulatory	5,621	FARE STRUCTURE:	Cash
		Attendants/Companions	2,900		Tickets/Cards
NUMBER OF REGISTRANTS:		TOTAL:	8,521		Monthly Pass
Eligible - Wheelchair	12	TRIP TYPES:		Adult	\$1.50
- Ambulatory	210	Subscription		Child	\$1.50
- Temporary	2	Prebooked		Student	\$1.50
Attendants/Companions		Reservation		Senior	\$1.50
Other (not eligible)		Demand-Response		Attendant	\$1.50
TOTAL:	224	UNACCOMMODATED TRIP REQUESTS:		Companion	\$1.50
		CANCELLED TRIPS:		Other	\$1.50
HOW OFTEN IS REG. LIST SCREENED?		NO-SHOWS:		OTHER METHODS OF PAYMENT:	
every 2 or 3 years				special rate of \$3.70 for B. of Educ.	
COMPANIONS ALLOWED IF SPACE?	yes	COMPARISON WITH CONVENTIONAL TRANSIT:		Conventional Hours	No Conv. Service
VISITORS ELIGIBLE?	no			Fare Structure	No Conv. Service

VEHICLES										EMPLOYEES									
VEHICLE TYPES:										NUMBER OF EMPLOYEES:									
										<u>Full Time</u>					<u>Part Time</u>				
S-Wagon/Sedan										32,000					Operators				
Modified Vans										32,000					Office				
Small Buses										2,600					Mainten.				
Purpose-Built										2,600					Admin.				
Other															Volun.				
TOTAL VEHICLES										1					TOTAL				
Ownership:										municipality					UNIONS:				
Maintenance:										operator					Specialized				
															Conventional				
FLEET DISTRIBUTION:															MAXIMUM WAGE RATES:				
Peak Day										6-9 9-11 11-2 2-4 4-6 6-9 9-12 12 +					Specialized				
Saturday										1					Conventional				
Sunday																			
Holidays																			
															Operators				
															Maintenance				

Welland Handi-Trans

SERVICE OPERATED BY: municipality
 MUNICIPAL CONTACT: Charles Stalte
 (416) 732-6844
 OPERATIONS CONTACT: Charles Stalte
 (416) 732-6844

SERVICE STARTED IN: August 1981
 POPULATION SERVED: 45,000
 SERVICE AREA (ha): 86
 ADVISORY COMMITTEE? yes
 NUMBER OF MEMBERS: 14

REGISTRANTS		FINANCIAL		SERVICE	
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:		TYPE:	accessible door
Unable to Board			Oper. Cost	HOURS OF SERVICE:	Weekdays 0655 to 1900
Unable to Use	X		\$235,485	Saturday 1005 to 1800	
Other				Sunday	
ELIGIBILITY COMMITTEE?	no		\$235,485	Holidays	min 24 hours, max 14 days
MEMBERS?			\$20,752	CALL-INS:	
eligibility determined by staff			\$214,733	METHODS:	computer assisted
REGISTRATION REQUIRED?	yes		\$123,689	Registration	manual/computer
REGISTRATION CARDS?	yes		\$91,034	Reservations	manual/computer
WAITING LIST?	no		\$5,000	Scheduling	manually
WAITING ON LIST?				Dispatching	
NUMBER OF REGISTRANTS:		ANNUAL ONE-WAY TRIPS:		FARE STRUCTURE:	
Eligible - Wheelchair	190	Eligible - Wheelchair	Dedicated	Cash	Tickets/Cards
- Ambulatory	485	- Ambulatory	5,437	Adult	22/\$23.00
- Temporary	20	Attendants/Companions	11,010	Child/under 5 free	22/\$23.00
Attendants/Companions	27%	Other (not eligible)	1,322	Student	22/\$23.00
Other (not eligible)	70%	TOTAL:	16,447	Senior	22/\$19.00
TOTAL:	695			Attendant	22/\$23.00
HOW OFTEN IS REG. LIST SCREENED?		TRIP TYPES:		Companion	22/\$23.00
annually		Subscription	45%	Other	22/\$23.00
COMPANIONS ALLOWED IF SPACE?	yes	Prebooked	11%	OTHER METHODS OF PAYMENT:	
VISITORS ELIGIBLE?	yes	Reservation	43%	COMPARISON WITH CONVENTIONAL TRANSIT:	
		Demand-Response	1%	Conventional Hours longer	
		UNACCOMMODATED TRIP REQUESTS:	250	Fare Structure same	
		CANCELLED TRIPS:	1,174		
		NO-SHOWS:	31		

VEHICLES						EMPLOYEES						
VEHICLE TYPES:		<u>Wheelchair Capacity</u>	<u>Ambulatory Capacity</u>	<u>Average Age</u>	ANNUAL KILOMETRES:			NUMBER OF EMPLOYEES:				
S-Wagon/Sedan	<u>Number</u>	<u>Capacity</u>	<u>Capacity</u>	<u>Age</u>	Revenue	Total	84,583	Operators	<u>Full Time</u>	<u>Part Time</u>		
Modified Vans	1	1	2	5	Revenue		88,623	Office	3	2		
Small Buses	1			10	Revenue		5,060	Mainten.	1	1		
Purpose-Built	1			6	Total		5,285	Admin.		1		
Other								Volun.				
TOTAL VEHICLES	3				IS NON-DEDICATED SERVICE AVAILABLE?	no		TOTAL	5	4		
Ownership:	municipality				NO. OF OPERATORS:			UNIONS:				
Maintenance:	municipality				PAYMENT METHOD:	(ie. flat rate, hourly, per km etc.)		Specialized	ATU Local 1633			
FLEET DISTRIBUTION:					flat rate per trip			Conventional	ATU Local 1633			
Peak Day	<u>6-9</u>	<u>9-11</u>	<u>11-2</u>	<u>2-4</u>	<u>4-6</u>	<u>6-9</u>	<u>9-12</u>	<u>12+</u>	MAXIMUM WAGE RATES:			
Saturday	2	2	2	2	1	1			Specialized	\$16.32		
Sunday	1	1	1	1	1				Conventional	\$20.15		
Holidays									OPERATORS			
									Maintenance			
PERFORMANCE INDICATORS												
FINANCIAL:			SERVICE:			SERVICE UTILIZATION:						
R/C = Op.Revenue/Op.Cost	8.8%	Registrants/Capita	0.0154	Trips/Hour	3.25							
Net Operating Cost/Capita	\$4.77	Revenue Vehicle Hours/Capita	0.1124	Kilometres/Hour	16.72							
Municipal Net Cost/Capita	\$2.02	Trips/Capita	0.3655	Average Kilometres/Trip	5.14							
Share of Net Cost		Trips by Non-Dedicated Service		Trips/Registrant	23.66							
- Provincial	58%	EFFECTIVENESS:		Unaccommodated Trip Requests	1.52%							
- Municipal	42%	Cost/Trip		Cancellations	7.14%							
(incl. donations)		- Dedicated		No-Shows	0.19%							
		- Non-Dedicated										
EFFICIENCY (Dedicated Service Only):			LABOUR PRODUCTIVITY:			VEHICLE UTILIZATION (Dedicated Service Only):						
Cost/Hour	\$46.54	Hours/Operator		Revenue Hours/Vehicle	1,687							
Cost/Kilometre	\$2.78			Kilometres/Vehicle	28,194							
Maintenance Cost/Kilometre	\$0.36											

Whitby Handi Transit Inc.

SERVICE OPERATED BY: non-profit organization
 MUNICIPAL CONTACT: Cornell Pennings
 (905) 668-5803
 OPERATIONS CONTACT: Doug Manuel
 (905) 571-1222

SERVICE STARTED IN: October 1979
 POPULATION SERVED: 60,000
 SERVICE AREA (ha): 39,460
 ADVISORY COMMITTEE? yes
 NUMBER OF MEMBERS: 11

REGISTRANTS		FINANCIAL		SERVICE	
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:		TYPE:	
Unable to Board	X	Dedicated	Oper. Cost	HOURS OF SERVICE:	accessible door
Unable to Use		Non-Dedicated	\$160,172	Weekdays	0730 to 2300
Other		TOTAL:	\$14,095	Saturday	0800 to 2300
ELIGIBILITY COMMITTEE?	no		\$174,267	Sunday	0900 to 2200
MEMBERS?		NET OPERATING COST:		Holidays	0800 to 1700
eligibility determined by staff		Provincial Share	\$153,387	CALL-INS:	min 1 hour, max 3 days
REGISTRATION REQUIRED?	no	Municipal Share	\$76,964	METHODS:	manually/computer assisted
REGISTRATION CARDS?		Donations	\$76,693	Registration	manually/computer assisted
WAITING LIST?				Reservations	manually
WAITING ON LIST?	no			Scheduling	manually
NUMBER OF REGISTRANTS:		ANNUAL ONE-WAY TRIPS:		Dispatching	
Eligible - Wheelchair		Eligible - Wheelchair	Dedicated	FARE STRUCTURE:	
- Ambulatory		- Ambulatory	7,106	Cash	Tickets/Cards
- Temporary		Attendants/Companions	762	Adult	\$1.50
Attendants/Companions		Other (not eligible)	696	Child	\$1.50
TOTAL:		TOTAL:	7,868	Student	\$1.50
		TRIP TYPES:		Senior	\$1.50
		Subscription		Attendant	\$1.50
		Prebooked		Companion	\$1.50
		Reservation		Other	\$1.50
		Demand-Response		OTHER METHODS OF PAYMENT:	
HOW OFTEN IS REG. LIST SCREENED?		UNACCOMMODATED TRIP REQUESTS:		monthly billing, agency contracts	
every 2 or 3 years		CANCELLED TRIPS:		COMPARISON WITH CONVENTIONAL TRANSIT:	
COMPANIONS ALLOWED IF SPACE?	yes	NO-SHOWS:		Conventional Hours	shorter
VISITORS ELIGIBLE?	yes			Fare Structure	different, \$1.10

VEHICLES				EMPLOYEES			
VEHICLE TYPES:				NUMBER OF EMPLOYEES:			
S-Wagon/Sedan	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age	Revenue	ANNUAL KILOMETRES: Total	Part Time
Modified Vans	3	6	4	4.5	ANNUAL HOURS: Revenue	4,293	0.75
Small Buses					4,614	Mainten.	0.25
Purpose-Built						Admin.	0.25
Other						Volun.	
TOTAL VEHICLES	3				IS NON-DEDICATED SERVICE AVAILABLE?	no	
Ownership:	municipality				NO. OF OPERATORS:		
Maintenance:	contracted out				PAYMENT METHOD:		
FLEET DISTRIBUTION:					(ie. flat rate, hourly, per km etc.)		
	6-9	9-11	11-2	2-4	4-6	6-9	9-12
Peak Day	2	2	1	2	2	1	1
Saturday	1	1	1	1	1	1	1
Sunday	1	1	1	1	1	1	1
Holidays	1	1	1	1	1	1	1
PERFORMANCE INDICATORS				UNIONS:			
FINANCIAL:				Specialized			
R/C = Op. Revenue/Op. Cost	12.0%			Teamsters Local 938			
Net Operating Cost/Capita	\$2.56			Conventional			
Municipal Net Cost/Capita	\$1.28			ATU Local 1624			
Share of Net Cost				MAXIMUM WAGE RATES:			
- Provincial	50%			Specialized			
- Municipal	50%			Operators			
(incl. donations)				Maintenance			
EFFICIENCY (Dedicated Service Only):				Specialized			
Cost/Hour	\$37.31			Unaccommodated Trip Requests			
Cost/Kilometre	\$1.77			Cancellations			
Maintenance Cost/Kilometre				No-Shows			
				REVENUE UTILIZATION (Dedicated Service Only):			
				Revenue Hours/Vehicle			
				Kilometres/Vehicle			

Wiaton

No Data Received

SERVICE OPERATED BY:
MUNICIPAL CONTACT:
OPERATIONS CONTACT:

SERVICE STARTED IN:
POPULATION SERVED:
SERVICE AREA (ha):
ADVISORY COMMITTEE?
NUMBER OF MEMBERS:

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board
Unable to Use
Other

ELIGIBILITY COMMITTEE? MEMBERS?

REGISTRATION REQUIRED?

REGISTRATION CARDS?

WAITING LIST?

WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible - Wheelchair
- Ambulatory
- Temporary
Attendants/Companions
Other (not eligible)
TOTAL:

HOW OFTEN IS REG. LIST SCREENED?

COMPANIONS ALLOWED IF SPACE?
VISITORS ELIGIBLE?

FINANCIAL

OPERATING COSTS AND REVENUES:

Oper. Cost

Revenue

Dedicated

Non-Dedicated

TOTAL:

NET OPERATING COST:

Provincial Share
Municipal Share
Donations

SERVICE

TYPE:

HOURS OF SERVICE:

Weekdays
Saturday
Sunday
Holidays

CALL-INS:

METHODS:

Registration
Reservations
Scheduling
Dispatching

FARE STRUCTURE:

Cash

Tickets/Cards

Monthly Pass

Adult
Child
Student
Senior
Attendant
Companion
Other

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours
Fare Structure

[illegible]

Wilmot Specialized Transit

SERVICE OPERATED BY: non-profit organization MUNICIPAL CONTACT: Dianne Pearson OPERATIONS CONTACT: same		SERVICE STARTED IN: January 1992 POPULATION SERVED: 13,000 SERVICE AREA (ha): 2,528 ADVISORY COMMITTEE? yes NUMBER OF MEMBERS: 7																									
REGISTRANTS LOCAL ELIGIBILITY CRITERION: Unable to Board Unable to Use Other ELIGIBILITY COMMITTEE? MEMBERS? 3 REGISTRATION REQUIRED? REGISTRATION CARDS? WAITING LIST? WAITING ON LIST?		FINANCIAL OPERATING COSTS AND REVENUES: <table border="1"> <tr> <td>Dedicated</td> <td>Oper. Cost</td> <td>Revenue</td> </tr> <tr> <td>Non-Dedicated</td> <td>\$48,944</td> <td></td> </tr> <tr> <td>TOTAL:</td> <td>\$48,944</td> <td>\$7,343</td> </tr> </table> NET OPERATING COST: Provincial Share \$41,601 Municipal Share \$27,485 Donations \$12,598 \$1,518		Dedicated	Oper. Cost	Revenue	Non-Dedicated	\$48,944		TOTAL:	\$48,944	\$7,343															
Dedicated	Oper. Cost	Revenue																									
Non-Dedicated	\$48,944																										
TOTAL:	\$48,944	\$7,343																									
NUMBER OF REGISTRANTS: Eligible - Wheelchair - Ambulatory - Temporary Attendants/Companions Other (not eligible) TOTAL:		FARE STRUCTURE: <table border="1"> <tr> <td>Cash</td> <td>Tickets/Cards</td> <td>Monthly Pass</td> </tr> <tr> <td>Adult</td> <td></td> <td></td> </tr> <tr> <td>Child</td> <td></td> <td></td> </tr> <tr> <td>Student</td> <td></td> <td></td> </tr> <tr> <td>Senior</td> <td></td> <td></td> </tr> <tr> <td>Attendant</td> <td></td> <td></td> </tr> <tr> <td>Companion</td> <td></td> <td></td> </tr> <tr> <td>Other</td> <td></td> <td></td> </tr> </table>		Cash	Tickets/Cards	Monthly Pass	Adult			Child			Student			Senior			Attendant			Companion			Other		
Cash	Tickets/Cards	Monthly Pass																									
Adult																											
Child																											
Student																											
Senior																											
Attendant																											
Companion																											
Other																											
HOW OFTEN IS REG. LIST SCREENED? every 2 or 3 years COMPANIONS ALLOWED IF SPACE? VISITORS ELIGIBLE?		OTHER METHODS OF PAYMENT: Township pass and invoicing COMPARISON WITH CONVENTIONAL TRANSIT: Conventional Hours No Conv. Service Fare Structure																									
TRIP TYPES: Subscription Prebooked Reservation Demand-Response UNACCOMMODATED TRIP REQUESTS: CANCELLED TRIPS: NO-SHOWS:		21% 29% 48% 2% 72 99																									

VEHICLES				EMPLOYEES			
VEHICLE TYPES:				NUMBER OF EMPLOYEES:			
S-Wagon/Sedan	Number	Wheelchair Capacity	Ambulatory Capacity	Average Age	ANNUAL KILOMETRES:		Full Time
Modified Vans					Revenue		Part Time
Small Buses	1	2	10	1.5	Total		
Purpose-Built					ANNUAL HOURS:		
Other					Revenue		
					Total		
TOTAL VEHICLES 1				IS NON-DEDICATED SERVICE AVAILABLE?			
Ownership: municipality				NO. OF OPERATORS:			
Maintenance: municipality				PAYMENT METHOD:			
				(ie. flat rate, hourly, per km etc.)			
FLEET DISTRIBUTION:				PAYMENT VERIFICATION:			
Peak Day	6-9	9-11	11-2	2-4	4-6	6-9	9-12
Saturday	1	1	1	1			
Sunday							
Holidays							
				TOTAL			
				UNIONS:			
				Specialized			
				Conventional			
				MAXIMUM WAGE RATES:			
				Specialized			
				Conventional			
				Operators			
				Maintenance			
				SERVICE UTILIZATION:			
				Trips/Hour			
				Kilometres/Hour			
				Average Kilometres/Trip			
				Trips/Registrant			
				Unaccommodated Trip Requests			
				Cancellations			
				No-Shows			
				VEHICLE UTILIZATION (Dedicated Service Only):			
				Revenue Hours/Vehicle			
				Kilometres/Vehicle			

PERFORMANCE INDICATORS			
FINANCIAL:			
R/C = Op.Revenue/Op.Cost	15.0%	SERVICE:	
Net Operating Cost/Capita	\$3.20	Registrants/Capita	
Municipal Net Cost/Capita	\$0.97	Revenue Vehicle Hours/Capita	
Share of Net Cost		Trips/Capita	
- Provincial	66%	Trips by Non-Dedicated Service	
- Municipal	34%	EFFECTIVENESS:	
(incl. donations)		Cost/Trip	
		- Dedicated	
		- Non-Dedicated	
EFFICIENCY (Dedicated Service Only):			
Cost/Hour		LABOUR PRODUCTIVITY:	
Cost/Kilometre		Hours/Operator	
Maintenance Cost/Kilometre			

Windsor Handi-Transit

SERVICE OPERATED BY: non-profit organization

SERVICE STARTED IN: September

1978

MUNICIPAL CONTACT:

POPULATION SERVED:

194,000

SERVICE AREA (ha):

n/a

OPERATIONS CONTACT: C. Douglas Ellis

ADVISORY COMMITTEE?

yes

NUMBER OF MEMBERS:

11

REGISTRANTS

LOCAL ELIGIBILITY CRITERION:

Unable to Board

X

Unable to Use

Other

ELIGIBILITY COMMITTEE?
MEMBERS?

no

eligibility determined by staff

REGISTRATION REQUIRED?

yes

REGISTRATION CARDS?

no

WAITING LIST?

no

WAITING ON LIST?

NUMBER OF REGISTRANTS:

Eligible - Wheelchair

700

48%

- Ambulatory

756

52%

- Temporary

Attendants/Companions

Other (not eligible)

TOTAL:

1,456

HOW OFTEN IS REG. LIST SCREENED?

every 2 or 3 years

COMPANIONS ALLOWED IF SPACE?

yes

VISITORS ELIGIBLE?

yes

FINANCIAL

OPERATING COSTS AND REVENUES:

Dedicated

Oper. Cost

Revenue

Non-Dedicated

\$885,924

\$7,916

TOTAL:

\$893,840

\$252,790

NET OPERATING COST:

Provincial Share

\$641,050

Municipal Share

\$350,176

Donations

\$215,463

ANNUAL ONE-WAY TRIPS:

Eligible - Wheelchair

30,238

- Ambulatory

16,674

Attendants/Companions

5,820

Other (not eligible)

1,420

TOTAL:

46,912

1,420

TRIP TYPES:

Subscription

32%

Prebooked

26%

Reservation

39%

Demand-Response

9%

UNACCOMMODATED TRIP REQUESTS:

334

CANCELLED TRIPS:

10,732

NO-SHOWS:

777

SERVICE

TYPE:

curb to curb

HOURS OF SERVICE:

Weekdays

0630 to 2430

Saturday

0800 to 2430

Sunday

0800 to 2200

Holidays

0800 to 2200

min 2 hours, max 21 days

CALL-INS:

computer assisted

METHODS:

Registration

Reservations

Scheduling

Dispatching

computer assisted

computer assisted

computer assisted

FARE STRUCTURE:

Cash

Tickets/Cards

Monthly Pass

Adult

\$2.20

Child

\$2.20

Student

\$2.20

Senior

\$2.20

Attendant

\$2.20

Companion

\$2.20

Other

\$2.20

OTHER METHODS OF PAYMENT:

COMPARISON WITH CONVENTIONAL TRANSIT:

Conventional Hours

same

Fare Structure

different, \$1.30

Wingham Wheels Away

SERVICE OPERATED BY: non-profit organization

SERVICE STARTED IN: June 1991

MUNICIPAL CONTACT: Gloria Workman

POPULATION SERVED: 21,286

(519) 357-1440

SERVICE AREA (ha): 173,101

OPERATIONS CONTACT: John Mann

ADVISORY COMMITTEE? yes

(519) 357-4074

NUMBER OF MEMBERS: 12

REGISTRANTS		FINANCIAL		SERVICE	
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:		TYPE:	
Unable to Board	X	Dedicated	Oper. Cost	Weekdays	accessible door
Unable to Use		Non-Dedicated	\$47,762	Saturday	800 to 2300
Other		TOTAL:	\$110	Sunday	800 to 2300
ELIGIBILITY COMMITTEE?	yes		\$47,872	Holidays	800 to 2300
MEMBERS?	3	NET OPERATING COST:		CALL-INS:	min 24 hours, no max
REGISTRATION REQUIRED?	yes	Provincial Share	\$40,998	METHODS:	manually
REGISTRATION CARDS?	no	Municipal Share	\$21,030	Registration	computer assisted
WAITING LIST?	no	Donations	\$14,867	Reservations	computer assisted
WAITING ON LIST?			\$9,170	Scheduling	computer assisted
NUMBER OF REGISTRANTS:		ANNUAL ONE-WAY TRIPS:		FARE STRUCTURE:	
Eligible - Wheelchair	115	Eligible - Wheelchair	Dedicated	Cash	Tickets/Cards
- Ambulatory	155	- Ambulatory	953	Adult	\$2.50
- Temporary	15	Attendants/Companions	930	Child	\$2.50
Attendants/Companions		Other (not eligible)	1,883	Student	\$2.50
Other (not eligible)		TOTAL:	22	Senior	\$2.50
TOTAL:	285			Attendant	\$2.50
TRIP TYPES:				Companion	\$2.50
Subscription				Other	\$2.50
Prebooked				OTHER METHODS OF PAYMENT:	
Reservation				Fares are billed monthly	
Demand-Response				COMPARISON WITH CONVENTIONAL TRANSIT:	
UNACCOMMODATED TRIP REQUESTS:				Conventional Hours	
CANCELLED TRIPS:				Fare Structure	
NO-SHOWS:				No Conv. Service	
HOW OFTEN IS REG. LIST SCREENED?				No Conv. Service	
COMPANIONS ALLOWED IF SPACE?	yes				
VISITORS ELIGIBLE?	yes				

VEHICLES

VEHICLE TYPES:

S-Wagon/Sedan
Modified Vans
Small Buses
Purpose-Built
Other

Wheelchair

Number

1

Ambulatory

Capacity

5

Average

Age

3

ANNUAL KILOMETRES:

Revenue

Total

ANNUAL HOURS:

Revenue

Total

IS NON-DEDICATED SERVICE
AVAILABLE? yes

Ownership: non-profit organiz

Maintenance: non-profit organiz

FLEET DISTRIBUTION:

6-9 9-11 11-2 2-4 4-6 6-9 9-12 12 +
Peak Day 1 1 1 1 1 1 1
Saturday 1 1 1 1 1 1 1
Sunday 1 1 1 1 1 1 1
Holidays 1 1 1 1 1 1 1

NO. OF OPERATORS:

1

PAYMENT METHOD:

(ie. flat rate, hourly, per km etc.)
flat rate per trip

PAYMENT VERIFICATION:

EMPLOYEES

NUMBER OF EMPLOYEES:

Full Time

Part Time

Operators

Office

Mainten.

Admin.

Volun.

TOTAL

UNIONS:

Specialized

Conventional

MAXIMUM WAGE RATES:

Specialized

\$9.00

Operators

Maintenance

PERFORMANCE INDICATORS

FINANCIAL:

R/C = Op. Revenue/Op. Cost

Net Operating Cost/Capita

Municipal Net Cost/Capita

Share of Net Cost

- Provincial

- Municipal

(incl. donations)

EFFICIENCY (Dedicated Service Only):

Cost/Hour

Cost/Kilometre

Maintenance Cost/Kilometre

SERVICE:

Registrants/Capita

Revenue Vehicle Hours/Capita

Trips/Capita

Trips by Non-Dedicated Service

EFFECTIVENESS:

Cost/Trip

- Dedicated

- Non-Dedicated

LABOUR PRODUCTIVITY:

Hours/Operator

SERVICE UTILIZATION:

Trips/Hour

Kilometres/Hour

Average Kilometres/Trip

Trips/Registrant

Unaccommodated Trip Requests

Cancellations

No-Shows

VEHICLE UTILIZATION (Dedicated Service Only):

Revenue Hours/Vehicle

Kilometres/Vehicle

1.75

32.67

18.72

6.68

0.21%

12.70%

0.42%

1,079

35,255

Woodstock Paratransit

SERVICE OPERATED BY: municipality MUNICIPAL CONTACT: Doug McLean (519) 539-1291 OPERATIONS CONTACT: Robin Heggie (519) 539-1291		SERVICE STARTED IN: 1979 POPULATION SERVED: 29,029 SERVICE AREA (ha): 2,337 ADVISORY COMMITTEE? yes NUMBER OF MEMBERS: 5																									
REGISTRANTS LOCAL ELIGIBILITY CRITERION: Unable to Board X Unable to Use Other ELIGIBILITY COMMITTEE? yes MEMBERS? medical/health professional REGISTRATION REQUIRED? yes REGISTRATION CARDS? no WAITING LIST? no WAITING ON LIST?		FINANCIAL OPERATING COSTS AND REVENUES: <table border="1"> <tr> <td>Dedicated</td> <td>Oper. Cost</td> <td>Revenue</td> </tr> <tr> <td>Non-Dedicated</td> <td>\$118,762</td> <td></td> </tr> <tr> <td>TOTAL:</td> <td>\$2,558</td> <td>\$9,798</td> </tr> <tr> <td colspan="3"> NET OPERATING COST: Provincial Share \$111,522 Municipal Share \$63,069 Donations \$48,453 </td> </tr> </table>		Dedicated	Oper. Cost	Revenue	Non-Dedicated	\$118,762		TOTAL:	\$2,558	\$9,798	NET OPERATING COST: Provincial Share \$111,522 Municipal Share \$63,069 Donations \$48,453														
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NUMBER OF REGISTRANTS: Eligible - Wheelchair 133 - Ambulatory 171 - Temporary 304 Attendants/Companions Other (not eligible) TOTAL:		FARE STRUCTURE: <table border="1"> <tr> <th>Cash</th> <th>Tickets/Cards</th> <th>Monthly Pass</th> </tr> <tr> <td>Adult \$1.25</td> <td>11/\$12.50</td> <td></td> </tr> <tr> <td>Child \$1.25</td> <td></td> <td></td> </tr> <tr> <td>Student \$1.25</td> <td></td> <td></td> </tr> <tr> <td>Senior \$1.25</td> <td></td> <td></td> </tr> <tr> <td>Attendant \$1.25</td> <td></td> <td></td> </tr> <tr> <td>Companion \$1.25</td> <td></td> <td></td> </tr> <tr> <td>Other</td> <td></td> <td></td> </tr> </table>		Cash	Tickets/Cards	Monthly Pass	Adult \$1.25	11/\$12.50		Child \$1.25			Student \$1.25			Senior \$1.25			Attendant \$1.25			Companion \$1.25			Other		
Cash	Tickets/Cards	Monthly Pass																									
Adult \$1.25	11/\$12.50																										
Child \$1.25																											
Student \$1.25																											
Senior \$1.25																											
Attendant \$1.25																											
Companion \$1.25																											
Other																											
OTHER METHODS OF PAYMENT: After hrs in city: \$6.00/hr + \$0.24/km, Out of city: \$29.88/hr COMPARISON WITH CONVENTIONAL TRANSIT: Conventional Hours longer Fare Structure same		OTHER METHODS OF PAYMENT: After hrs in city: \$6.00/hr + \$0.24/km, Out of city: \$29.88/hr COMPARISON WITH CONVENTIONAL TRANSIT: Conventional Hours longer Fare Structure same																									
TRIP TYPES: Subscription 36% Prebooked 13% Reservation 46% Demand-Response 5% UNACCOMMODATED TRIP REQUESTS: 4 CANCELLED TRIPS: 1,024 NO-SHOWS: 26		TRIP TYPES: Subscription 36% Prebooked 13% Reservation 46% Demand-Response 5% UNACCOMMODATED TRIP REQUESTS: 4 CANCELLED TRIPS: 1,024 NO-SHOWS: 26																									
HOW OFTEN IS REG. LIST SCREENED? annually COMPANIONS ALLOWED IF SPACE? yes VISITORS ELIGIBLE? yes		HOW OFTEN IS REG. LIST SCREENED? annually COMPANIONS ALLOWED IF SPACE? yes VISITORS ELIGIBLE? yes																									

curb to curb / accessible door

HOURS OF SERVICE:

Weekdays

0840 to 1640

Saturday

0920 to 1620

Sunday

Holidays

min 24 hours, no max

CALL-INS:

manually

manually

manually

manually

FARE STRUCTURE:

Cash

\$1.25

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VEHICLES						EMPLOYEES				
VEHICLE TYPES:		<u>Number</u>	<u>Wheelchair Capacity</u>	<u>Ambulatory Capacity</u>	<u>Average Age</u>	ANNUAL KILOMETRES:			NUMBER OF EMPLOYEES: <u>Full Time</u>	Part Time
S-Wagon/Sedan						Revenue	29,988	Operators		
Modified Vans						Total	33,588	Office	2	
Small Buses		1	5	6	5	ANNUAL HOURS:			Mainten.	0.1
Purpose-Built		1	7	4	3	Revenue	2,628	Admin.	2	
Other						Total	2,739	Volun.		
TOTAL VEHICLES		2				IS NON-DEDICATED SERVICE AVAILABLE?			TOTAL	7.1
Ownership:		municipality				UNIONS:				
Maintenance:		municipality				Specialized CUPE Local 1146				
						Conventional CUPE Local 1146				
FLEET DISTRIBUTION:						MAXIMUM WAGE RATES:				
6-9		9-11	11-2	2-4	4-6	6-9	9-12	12 +	Specialized	Conventional
Peak Day		2	2	2					\$16.06	\$16.06
Saturday		1	1	1					\$16.06	\$18.32
Sunday										
Holidays										
PERFORMANCE INDICATORS						SERVICE UTILIZATION:				
FINANCIAL:						Trips/Hour				
R/C = Op. Revenue/Op. Cost						0.0105				
Net Operating Cost/Capita						0.0905				
Municipal Net Cost/Capita						0.2733				
Share of Net Cost						Average Kilometres/Trip				
- Provincial						Trips/Registrant				
- Municipal						Unaccommodated Trip Requests				
(incl. donations)						Cancellations				
EFFICIENCY (Dedicated Service Only):						No-Shows				
Cost/Hour						\$14.97				
Cost/Kilometre						REVENUE UTILIZATION (Dedicated Service Only):				
Maintenance Cost/Kilometre						Revenue Hours/Vehicle				
						1,314				
						Kilometres/Vehicle				
						1,752				
						14,994				

Woolwich Kiwanis Transit

SERVICE OPERATED BY: non-profit organization
 MUNICIPAL CONTACT: John Jeffery
 (519) 669-1647
 OPERATIONS CONTACT: Cheryl Fisher
 (519) 669-4533

SERVICE STARTED IN: July 1992
 POPULATION SERVED: 27,000
 SERVICE AREA (ha): 59,000
 ADVISORY COMMITTEE? yes
 NUMBER OF MEMBERS: 10

REGISTRANTS		FINANCIAL		SERVICE	
LOCAL ELIGIBILITY CRITERION:		OPERATING COSTS AND REVENUES:		TYPE:	
Unable to Board	X	Dedicated	Oper. Cost	Hours of Service:	door to door
Unable to Use		Non-Dedicated	\$87,166	Weekdays	0645 to 1830
Other		TOTAL:	\$4,934	Saturday	0900 to 1600
			\$92,100	Sunday	0900 to 1600
ELIGIBILITY COMMITTEE?	no	NET OPERATING COST:		Holidays	0900 to 1600
MEMBERS?		Provincial Share	\$64,955	CALL-INS:	min 6 hours, no max
eligibility determined by admin. staff		Municipal Share	\$48,785	METHODS:	computer assisted
REGISTRATION REQUIRED?	yes	Donations	\$13,550	Registration	manually
REGISTRATION CARDS?	no		\$37,800	Reservations	manually
WAITING LIST?	no	ANNUAL ONE-WAY TRIPS:		Scheduling	manually
WAITING ON LIST?		Eligible - Wheelchair	Dedicated	Dispatching	
		- Ambulatory	2,822	FARE STRUCTURE:	
		Attendants/Companions	4,143	Cash	Tickets/Cards
		Other (not eligible)	55	Adult	Monthly Pass
		TOTAL:	6,965	Child	\$2.00
NUMBER OF REGISTRANTS:				Student	\$2.00
Eligible - Wheelchair	35			Senior	\$2.00
- Ambulatory	165			Attendant	\$2.00
- Temporary	2			Companion	\$2.00
Attendants/Companions				Other	\$2.00
Other (not eligible)				OTHER METHODS OF PAYMENT:	
TOTAL:	202			COMPARISON WITH CONVENTIONAL TRANSIT:	
HOW OFTEN IS REG. LIST SCREENED?		UNACCOMMODATED TRIP REQUESTS:		No Conv. Service	
annually		CANCELLED TRIPS:		Conventional Hours	
COMPANIONS ALLOWED IF SPACE?	yes	NO-SHOWS:		Fare Structure	
VISITORS ELIGIBLE?	yes			No Conv. Service	

VEHICLES					EMPLOYEES							
VEHICLE TYPES: S-Wagon/Sedan Modified Vans Small Buses Purpose-Built Other	<u>Number</u>	<u>Wheelchair Capacity</u>	<u>Ambulatory Capacity</u>	<u>Average Age</u>	<u>ANNUAL KILOMETRES:</u> Revenue Total		<u>NUMBER OF EMPLOYEES:</u> Full Time		<u>Part Time</u>			
	2	2	10	3	3,960 3,960		1	2				
					<u>ANNUAL HOURS:</u> Revenue Total							
					IS NON-DEDICATED SERVICE AVAILABLE?		yes					
					NO. OF OPERATORS:		2					
					PAYMENT METHOD: (ie. flat rate, hourly, per km etc.) flat rate per trip							
					PAYMENT VERIFICATION:							
					TOTAL VEHICLES		2					
					Ownership: Maintenance:		Specialized Conventional					
					FLEET DISTRIBUTION:		MAXIMUM WAGE RATES: Specialized \$10.00 Conventional					
				6-9	9-11	11-2	2-4	4-6	6-9	9-12	12 +	
				1	2	2	2	2				
				Peak Day								
				Saturday	1	1	1					
				Sunday	1	1	1					
				Holidays	1	1	1					
PERFORMANCE INDICATORS												
FINANCIAL:												
R/C = Op.Revenue/Op.Cost												
Net Operating Cost/Capita												
Municipal Net Cost/Capita												
Share of Net Cost												
- Provincial												
- Municipal												
(incl. donations)												
EFFICIENCY (Dedicated Service Only):												
Cost/Hour												
Cost/Kilometre												
Maintenance Cost/Kilometre												
SERVICE:												
Registrants/Capita												
Revenue Vehicle Hours/Capita												
Trips/Capita												
Trips by Non-Dedicated Service												
EFFECTIVENESS:												
Cost/Trip												
- Dedicated												
- Non-Dedicated												
LABOUR PRODUCTIVITY:												
Hours/Operator												
VEHICLE UTILIZATION (Dedicated Service Only):												
Revenue Hours/Vehicle												
Kilometres/Vehicle												

PERFORMANCE INDICATORS

FINANCIAL:

Revenue/Cost	=	$\frac{\text{Total Revenue} \times 100}{\text{Total Cost}}$
Net Operating Cost/Capita	=	$\frac{\text{Net Operating Cost}}{\text{Population Served}}$
Share of Net Cost:		
- Provincial	=	$\frac{\text{Provincial Share}}{\text{Net Operating Cost}}$
- Municipal	=	$\frac{\text{Net Operating Cost} - \text{Provincial Share}}{\text{Net Operating Cost}}$

EFFICIENCY (DEDICATED SERVICE ONLY):

Cost/Hour	=	$\frac{\text{Dedicated Operating Cost}}{\text{Revenue Vehicle Hours}}$
Cost/Kilometre	=	$\frac{\text{Dedicated Operating Cost}}{\text{Revenue Vehicle Kilometres}}$
Maintenance Cost/Kilometre	=	$\frac{\text{Maintenance Cost}}{\text{Revenue Vehicle Kilometres}}$

SERVICE:

Registrants/Capita	=	$\frac{\text{Total Registrants - Other}}{\text{Population Served}}$
Revenue Vehicle Hours/Capita	=	$\frac{\text{Revenue Vehicle Hours}}{\text{Population Served}}$
Trips/Capita	=	$\frac{\text{Total Trips - Total Attendant Trips - Total Other Trips}}{\text{Population Served}}$
Trips By Non-Dedicated Service	=	$\frac{\text{Total Non-Ded. Trips - Non-Ded. Attendant Trips - Non-Ded. Other Trips}}{\text{Total Trips - Attendant Trips - Other Trips}}$

EFFECTIVENESS:

Cost/Trip		
- Dedicated	=	$\frac{\text{Total Dedicated Cost}}{\text{Total Dedicated Trips - Dedicated Attendant Trips - Dedicated Other Trips}}$
- Non-Dedicated	=	$\frac{\text{Total Non-Dedicated Cost}}{\text{Total Non-Ded. Trips - Non-Ded. Attendant Trips - Non-Ded. Other Trips}}$

LABOUR PRODUCTIVITY:

Hours/Operator	=	$\frac{\text{Revenue Vehicle Hours}}{\text{\# of Full Time Operators + (\# Part Time Operators)/2}}$
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SERVICE UTILIZATION:

Trips/Hour	=	<u>Total Dedicated Trips - Dedicated Attendant Trips - Dedicated Other Trips</u> Revenue Vehicle Hours
Kilometres/Hour	=	<u>Revenue Vehicle Kilometres</u> Revenue Vehicle Hours
Average Kilometres/Trip	=	<u>Revenue Vehicle Kilometres</u> Total Dedicated Trips - Dedicated Attendant Trips - Dedicated Other Trips
Trips/Registrant	=	<u>Total Trips - Total Attendant Trips - Total Other Trips</u> Total Registrants - Other Registrants
Unaccommodated Trip Requests	=	<u>Unaccommodated Trips</u> Total Trips - Total Attendant Trips - Total Other Trips
Cancellations	=	<u>Cancelled Trips</u> Total Trips - Total Attendant Trips - Total Other Trips
No-Shows	=	<u>No-Show Trips</u> Total Trips - Total Attendant Trips - Total Other Trips

VEHICLE UTILIZATION:

Revenue Hours/Vehicle	=	<u>Revenue Vehicle Hours</u> Total Vehicles
Kilometres/Vehicle	=	<u>Revenue Vehicle Kilometres</u> Total Vehicles

HANDY REFERENCE COMPARISON

Service
Start

Prior to 1979:

Brantford
 Burlington
 Cambridge
 Chatham
 Dryden
 Guelph
 Hamilton
 Kingston
 Kitchener-Waterloo
 London
 Mildmay
 Niagara Falls
 Oshawa
 Ottawa-Carleton
 Paris
 Peterborough (City)
 Sault Ste. Marie
 Stratford
 Sudbury
 Thunder Bay
 Timmins
 Toronto
 Windsor

Since 1979:

Ajax
 Amherstburg
 Atikokan
 Aurora
 Barrie
 Belleville
 Brockville
 Burk's Falls
 Campbellford
 Capreol
 Chapleau
 Clarington
 Cochrane
 Cobourg
 Collingwood
 Cornwall
 Durham
 Dysart
 Elliot Lake
 Espanola
 Flesherton
 Fort Frances
 Gananoque
 Georgina
 Gore Bay
 Halton Hills
 Halton Region

Ingersoll
 Kapuskasing
 Lindsay
 Markham
 Meaford
 Milton
 Mitchell
 Newmarket
 Nickel Centre
 North Bay
 Oakville
 Onaping Falls/
 Rayside-Balfour
 Orillia
 Owen Sound
 Peel
 Pembroke
 Peterborough
 (County)
 Port Hope
 Rainy River
 Renfrew
 Richmond Hill
 Sarnia
 Schreiber
 Scugog-Uxbridge
 St. Catharines
 St. Mary's
 St. Thomas
 Valley East
 Vaughan
 Victoria County

Walden
 Wallaceburg
 Welland
 Whitby
 Wiarton
 Wingham
 Woodstock
 Woolwich

Population Served

Less than 10,000:

Atikokan
 Burk's Falls
 Capreol
 Dryden
 Durham
 Dysart
 Espanola
 Gananoque
 Gore Bay
 Ingersoll
 Listowel
 Manitouwadge
 Mitchell
 Paris
 Schreiber
 St. Mary's
 Walden
 Newmarket
 Niagara Falls
 Nickel Centre
 Peterborough (City)

10,000 to 100,000:

Ajax
 Amherstburg
 Aurora
 Barrie
 Belleville
 Brantford
 Brockville
 Cambridge
 Campbellford
 Chatham
 Clarington
 Cobourg
 Collingwood
 Cornwall
 Eliot Lake
 Flesherton
 Fort Francis
 Georgina
 Guelph
 Halton Hills
 Kapuskasing
 Kenora
 Kingston
 Leamington
 Lindsay
 Meaford
 Mildmay
 Milton
 Peterborough (City)

North Bay	Thunder Bay	Niagara Falls	10 - 15 persons/ha:	Toronto
Onaping Falls/	Vaughan	Nickel Centre	Belleville	Welland
Rayside-Balfour	Windsor	Onaping Falls/	Brantford	
Orillia		Rayside-Balfour	Brockville	
Owen Sound	<u>Greater than 200,000:</u>	Peterborough (County)	Cambridge	No Maximum
Pembroke	Halton Region	Renfrew	Elliot Lake	Call-in Time
Peterborough (County)	Hamilton	Scugog-Uxbridge	Guelph	Amherstburg
Port Hope	Kitchener-Waterloo	Sudbury	Kingston	Atikokan
Renfrew	London	Thunder Bay	Lindsay	Brockville
Richmond Hill	Ottawa-Carleton	Timmins	Milton	Burk's Falls
Sarnia	Peel	Valley East	Newmarket	Burlington
Sault Ste. Marie	Toronto	Vaughan	Orillia	Capreol
Scugog-Uxbridge		Victoria County	Peterborough (City)	Cobourg
St. Thomas	Population	Walden	Sarnia	Collingwood
Stratford	Density	Whitby	St. Catharines	Durham
Sudbury	<u>Less than 5 persons/ha:</u>	Wingham	St. Thomas	Flesherton
Thorold	Amherstburg	Woolwich	Wallaceburg	Gananoque
Timmins	Burk's Falls		Woodstock	Georgina
Valley East	Clarington			Guelph
Victoria County	Cobourg	<u>5 - 9 persons/ha:</u>	<u>Greater than 15</u>	Halton Region
Wallaceburg	Dryden	Ajax	<u>persons/ha:</u>	Hamilton
Welland	Espanola	Aurora	Chatham	Kapuskasing
Whitby	Flesherton	Barrie	Hamilton	Manitouwadge
Wilmot	Fort Frances	Burlington	Kitchener-Waterloo	Markham
Wingham	Georgina	Collingwood	Leamington	Meaford
Woodstock	Gore Bay	Cornwall	London	Mildmay
Woolwich	Halton Hills	Durham	Milton	Milton
	Halton Region	Gananoque	Markham	Mitchell
	Kapuskasing	Ingersoll	Mildmay	Nickel Centre
Burlington	Kenora	North Bay	Oakville	Onaping Falls/
Markham	Manitouwadge	Owen Sound	Oshawa	Rayside-Balfour
Oakville	Meaford	Paris	Ottawa-Carleton	Orillia
Oshawa	Mitchell	Peel	Richmond Hill	Owen Sound
St. Catharines			Sault Ste Marie	

Pembroke
Port Hope
Renfrew
Victoria County
Walden
Wallaceburg
Wilmot
Wingham
Woodstock
Woolwich

No Minimum Call-in Time

Amherstburg
Atikokan
Belleville
Collingwood
Gananoque
Guelph
Hamilton
Kapuskasing
Kingston
Markham
Mildmay
Ottawa-Carleton
Owen Sound
Port Hope
Richmond Hill

New Service in 1993

Chapleau
Cochrane
Mitchell
Rainy River
Warton
Walden

Scheduling and Dispatching

Manually:

Ajax
Amherstburg
Atikokan
Aurora
Belleville
Brantford
Brockville
Burk's Falls
Campbellford
Chatham
Clarington
Cobourg
Collingwood
Cornwall
Dryden

Durham
Dysart
Elliot Lake
Espanola
Flesherton
Fort Frances
Gananoque
Georgina
Gore Bay
Halton Hills
Halton Region
Ingersoll
Kapuskasing
Lindsay
London
Manitouwadge
Markham
Meaford
Mildmay
Milton
Mitchell
Nickel Centre
Oakville
Oshawa
Owen Sound
Paris
Pembroke
Peterborough
(City)

Peterborough
(County)
Port Hope
Renfrew
Richmond Hill
Sault Ste. Marie
Schreiber
Seugog-Uxbridge
St. Mary's
St. Thomas
Stratford
Thunder Bay
Timmins
Valley East
Victoria County
Walden
Wallaceburg
Whitby
Wilmot
Woodstock
Woolwich

Computer-assisted:

Barrie
Burlington
Capreol
Guelph
Hamilton
Kingston
Kitchener-Waterloo

Newmarket
Niagara Falls
North Bay
St. Catharines
Sudbury
Toronto
Windsor
Wingham

Combination:
Cambridge
Guelph
Onaping Falls
/ Rayside Balfour
Orillia
Peel
Sarnia
Vaughan
Welland

Vehicle Maintenance

By Municipality:

Ajax
Burk's Falls
Burlington
Cambridge
Cornwall
Dysart
Elliot Lake
Espanola
Fort Frances

Owen Sound	Other:	Sault Ste. Marie	Renfrew	Paris
Paris	Amherstburg	Schreiber	Scugog-Uxbridge	Port Hope
Peel	Campbellford	St. Catharines	St. Mary's	St. Thomas
Pembroke	Cornwall	Timmins	Thunder Bay	Sudbury
Peterborough (City)	Kingston	Vaughan	Victoria County	Toronto
Peterborough	London	Welland	Windsor	Valley East
(County)	Renfrew	Woodstock	Wingham	Walden
Port Hope			Woolwich	Wallaceburg
Richmond Hill				Whitby
Sarnia				
Sault Ste. Marie	Operated	Non-Profit Group:	Private Organization:	Service Type
Schreiber	By	Amherstburg	Aurora	Door to Door:
Scugog-Uxbridge	Municipality:	Brantford	Barrie	Amherstburg
St. Catharines	Ajax	Campbellford	Belleville	Atikokan
St. Mary's	Burk's Falls	Clarington	Brockville	Aurora
St. Thomas	Burlington	Cobourg	Chatham	Brockville
Stratford	Campbridge	Dryden	Collingwood	Burk's Falls
Thunder Bay	Capreol	Flesherton	Durham	Cambridge
Timmins	Cornwall	Gananoque	Georgina	Campbellford
Toronto	Dysart	Hamilton	Halton Hills	Capreol
Valley East	Elliot Lake	Kenora	Halton Region	Cobourg
Vaughan	Espanola	Kitchener-Waterloo	Kapuskasing	Cornwall
Victoria County	Fort Frances	Leamington	Lindsay	Durham
Wallaceburg	Gore Bay	Listowel	London	Dysart
Weiland	Guelph	Manitouawadge	Meaford	Elliot Lake
Whitby	Ingersoll	Mildmay	Milton	Espanola
Windsor	Markham	Niagara Falls	Nickel Centre	Flesherton
Wingham	Newmarket	Oshawa	Onaping-Falls/	Fort Frances
Woodstock	North Bay	Paris	Rayside-Balfour	Gananoque
Woolwich	Oakville	Pembroke	Orillia	Gore Bay
	Peel	Peterborough	Ottawa-Carleton	Hamilton
	Peterborough (City)	(County)	Owen Sound	
	Richmond Hill			
	Sarnia			

[illegible]

Volunteer Contribution

Burk's Falls
Gananoque
Gore Bay
Hamilton
Lindsay
Manitouowadge
Paris
Victoria County
Woolwich

Milton
Newmarket
Niagara Falls
North Bay
Oakville
Oshawa
Paris
Peterborough (City)
Sarnia
Sault Ste. Marie
St. Catharines
Stratford
Sudbury
Timmins
Vaughan
Welland
Whitby

10 - 25 Vehicles:

Hamilton
Kingston
Kitchener-Waterloo
London
Mildmay
Peel
Thunder Bay
Toronto
Windsor

Greater than 25 Vehicles:

Hamilton
Ottawa-Carleton
Toronto

Onaping Falls/
Rayside-Balfour
Orillia
Owen Sound
Pembroke
Peterborough
(County)
Port Hope
Renfrew
Richmond Hill
Schreiber
Scugog-Uxbridge
St. Mary's
St. Thomas
Valley East
Victoria County
Wallaceburg
Wingham
Woodstock
Woolwich

3 - 9 Vehicles:

Ajax
Barrie
Brantford
Burlington
Cambridge
Clarington
Cornwall
Durham
Flesherton
Guelph
Markham

Fleet Size

Under 3 Vehicles:

Amherstburg
Atikokan
Aurora
Belleville
Brockville
Burk's Falls
Capreol
Chatham
Cobourg
Collingwood
Durham
Dryden
Dysart
Elliott Lake
Espanola
Fort Frances
Gananoque
Georgina
Gore Bay
Halton Hills
Halton Region
Kapuskasing
Lindsay
Manitouowadge
Meaford
Mitchell
Nickel Centre

Ingersoll
Kenora
Kingston
Kitchener-Waterloo
Markham
Meaford
Milton
Niagara Falls
North Bay
Oakville
Owen Sound
Peel
Peterborough (City)
Renfrew
Richmond Hill
Sault Ste. Marie
St. Catharines
St. Mary's
Stratford
Sudbury
Thorold
Thunder Bay
Toronto
Vaughan
Victoria County
Windsor
Wingham
Woodstock
Woolwich

